

## COMMAND INSPECTION PROGRAM

### EXCEPTIONS DOCUMENT

Page 1 of 3

Command: <b>Valley Division</b>	Division: <b>Valley</b>	Chapter: <b>Public Reaction</b>
Inspected by: <b>Sgt. S. Merchant</b>		Date: <b>10/09/09</b>

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input checked="" type="checkbox"/> Division Level <input type="checkbox"/> Command Level  <input type="checkbox"/> Executive Office Level		Total hours expended on the inspection: 2	<input type="checkbox"/> Corrective Action Plan Included  <input type="checkbox"/> Attachments Included
Follow-up Required:  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to:  Due Date:		
Chapter Inspection:			
Inspector's Comments Regarding Innovative Practices:			

None.

Command Suggestions for Statewide Improvement:
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ne.

Inspector's Findings:
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Valley Division has been very innovative in both sending out a positive message and making use of the area's media resources in the dissemination of safety as it relates to the Strategic Plan. The basis for Valley Division's success can be attributed to the open door policy with Valley Division's Chiefs and their PIO's which makes for a more streamlined approach to information movement.

Commander's Response: <input checked="" type="checkbox"/> Concur or <input type="checkbox"/> Do Not Concur (Do Not Concur shall document basis for response)
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Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged,
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**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Command: Valley Division	Division: Valley	Chapter: Public Reaction
Inspected by: Sgt. S. Merchant		Date: 10/09/09

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etc.)
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None.

**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

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Command: Valley Division	Division: Valley	Chapter: Public Reaction
Inspected by: Sgt. S. Merchant		Date: 10/09/09

Required Action
Corrective Action Plan/Timeline

<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE 	DATE 10/22/09
	INSPECTOR'S SIGNATURE 	DATE 10-09-09
<input checked="" type="checkbox"/> Reviewer discussed this report with employee <input checked="" type="checkbox"/> Concur <input type="checkbox"/> Do not concur	REVIEWER'S SIGNATURE 	DATE 10/29/09

**AREA MANAGEMENT EVALUATION****PUBLIC REACTION**

'P 453H (Rev. 5-06) OPI 009

AREA Valley Division	DIVISION Valley	NUMBER 201
EVALUATED BY Sgt. S. Merchant		DATE 10/09/2009

**INSTRUCTIONS:** Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Correction Report BY _____	
		COMMANDER'S REVIEW	DATE 10/09/2009
<b>1. COMMUNITY OPINION</b>		EVALUATED Yes	ACTION REQUIRED No CORRECTED

a. How does the community as a whole feel about the Department? I believe that there is a very good perception of the Department.

(1) Do all sectors of the community have the same opinion? ☐ Yes ☒ No

b. Has good rapport been established with leaders within the community? ☒ Yes ☐ No

c. Do people believe the Department represents their best interests? ☒ Yes ☐ No

d. Does the Department have the reputation of impartially enforcing laws? ☒ Yes ☐ No

e. Do people in the community feel the Department is doing a good job? ☒ Yes ☐ No

f. How does the reputation of the Department compare with other agencies in the area? The feedback that I have received is that the

CHP is the premier law enforcement agency in the area.

<b>2. THE OFFICER AND PUBLIC CONTACTS</b>	EVALUATED Yes	ACTION REQUIRED No	CORRECTED
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a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? The Valley Division PIO handles citizen's inquiries online with dissemination to area commanders for follow-up and via our 877-CHP-1929 number.

(1) What is the ratio of compliments to complaints? 85:15

(2) Does it appear officers are making successful public contacts? ☒ Yes ☐ No

(3) Is recognition given to the complimented officers? ☒ Yes ☐ No

(a) How? Numerous calls and public statements related what a great job our officers are doing.

(4) Has an effort been made to determine why some officers are more successful at positive public contacts? ☒ Yes ☐ No

(5) Are officers with patterns of complaints provided with corrective training and direction? ☒ Yes ☐ No

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers? Very well received. The citations are generally cleared by the front desk officer.

(1) What is the opinion of the public appearing at court regarding Area officers? I have not heard any negative feedback.



STATE OF CALIFORNIA  
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL  
**AREA MANAGEMENT EVALUATION**  
**PUBLIC REACTION**

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(2) What, if any, other methods are utilized to determine public opinion of Area officers? Division area advises the availability of the complaint process for unhappy citizens and will also actively accept compliments of officers via letters or via officer 100 forms.

**3. NEWS MEDIA**

	EVALUATED Yes	ACTION REQUIRED No	CORRECTED
a. Have guidelines been established to foster harmonious relations with the new media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Does the media treat the Department favorably?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are media representatives satisfied with their relationship with the Department?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) Has good rapport been established between Area personnel and the media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Have personnel emphasized the Strategic Plan goals when possible and applicable?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
b. Have procedures been established for the routine dissemination of accident/incident information?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Is "Code 20" or a similar device used for more spectacular incidents?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) How are other kinds of news information disseminated to the media? Valley Division will send out Press Releases and will also telephone the different News Desks.			
c. Are there specially prepared and coordinated programs to handle specific traffic problems?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Are multi-lingual programs emphasized?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are public affairs press releases distributed to the public in a timely manner?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Is there adequate media involvement at local Area events?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
d. How are releases produced by headquarters distributed? They are sent to Valley Division and then disseminated to each area's Public Information Officer for area-wide dissemination.			
(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Who is responsible to monitor the media for items concerning the Department? Public Information Officers			
(a) Are significant items sent to headquarters?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Are harmonious relations established and maintained with the media by the PAO?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are strategic goals emphasized at PAO/TMC activities?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**4. SCHOOLS**

	EVALUATED Yes	ACTION REQUIRED No	CORRECTED
a. Has the commander identified problems that should be resolved through the public affairs program?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Who supervises the program? <b>PIO</b>			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
(2) Is preplanning evident in the school program?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Is the program designed and directed toward the solution of specific problems?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are activities discussed and planned with school administrators?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(5) Has the program been approved by the commander?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Destroy Previous Editions

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**AREA MANAGEMENT EVALUATION**  
**PUBLIC REACTION**

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(6) Does the program follow departmental priorities?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(7) Are all grade levels included?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(8) How is the success of the program measured? The problems associated with El Dorado County Schools is directly involved with traffic. It was addressed by patrol and assessed by meeting with school administrators for feedback.		
(9) Is it successful?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(10) Are activities coordinated in conjunction with Division recruitment efforts?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

5. PUBLIC AFFAIRS PROGRAM	EVALUATED Yes	ACTION REQUIRED No	CORRECTED
a. Has the commander identified problems that should be resolved through the Public Affairs Program?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(1) Does the Public Affairs Program reach all appropriate groups within the community?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(2) Are ethnic groups' problems considered?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(3) Are bilingual officers utilized?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(4) Is the current Strategic Plan emphasized when and where appropriate?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
b. Does the commander keep the PAO fully briefed on current situations which may be newsworthy?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(1) Does the PAO report directly to the commander on public affairs matters?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(3) Does the PAO review the Strategic Plan quarterly?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(4) What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed? This has not been an issue.			
(5) Is the PAO addressing issues assigned to him/her in a timely manner?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
c. Is the commander involved in public contacts?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(1) Is membership maintained in a service club, safety council, etc.?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(2) Does the commander accept regular speaking engagements, or are these delegated to subordinates? The Commander and Chiefs all perform regular speaking engagements.			
(a) If experience is lacking, is the commander doing anything to correct this?	N/A	<del><input type="checkbox"/> Yes</del>	<del><input type="checkbox"/> No</del>
(3) Are supervisors involved in the community?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(a) Do they make public appearances?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(b) Is training provided for those who lack experience?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(4) Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(a) Are action steps being addressed in a timely manner?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

**AREA MANAGEMENT EVALUATION**

**PUBLIC REACTION**

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d. Are all employees encouraged to understand and participate in public affairs programs?

☒ Yes

☐ No

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(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?

☒ Yes

☐ No

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(2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?

☒ Yes

☐ No

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STATE OF CALIFORNIA  
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL  
**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Command: <b>Placerville</b>	Division: <b>Valley</b>	Chapter: <b>8</b>
Inspected by: <b>D. Stark</b>		Date: <b>10/27/09</b>

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INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level <input type="checkbox"/> Executive Office Level		Total hours expended on the inspection:  1	<input type="checkbox"/> Corrective Action Plan Included  <input type="checkbox"/> Attachments Included
Follow-up Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to: Valley Division  Due Date:		
Chapter Inspection:			
Inspector's Comments Regarding Innovative Practices:			

None.

Command Suggestions for Statewide Improvement:

None.

Inspector's Findings:

See attached CHP 453(h) form.

Commander's Response: ☒ Concur or ☐ Do Not Concur (Do Not Concur shall document basis for response)

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)

# COMMAND INSPECTION PROGRAM

## EXCEPTIONS DOCUMENT

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Command: Placerville	Division: Valley	Chapter: 8
Inspected by: D. Stark		Date: 10/27/09

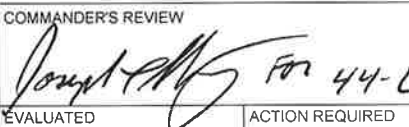
Required Action
Corrective Action Plan/Timeline

None.

<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE <i>[Signature]</i> for 44-L	DATE 10/27/09
	INSPECTOR'S SIGNATURE <i>[Signature]</i> for D. STARK	DATE 10/27/09
<input checked="" type="checkbox"/> Reviewer discussed this report with employee	REVIEWER'S SIGNATURE <i>[Signature]</i>	DATE 11/17/09
<input checked="" type="checkbox"/> Concur <input type="checkbox"/> Do not concur		

AREA Placerville	DIVISION Valley	NUMBER 245
EVALUATED BY D. Stark		DATE 10/27/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		COMMANDER'S REVIEW  For 44-L	DATE 10/28/09
BY <input type="checkbox"/> Correction Report 10/27/2009		EVALUATED 10/27/2009	ACTION REQUIRED CORRECTED

### 1. COMMUNITY OPINION

- a. How does the community as a whole feel about the Department? The Department is seen as an integral part of El Dorado County and vital to the safety of motorists in the community.
- (1) Do all sectors of the community have the same opinion? ☒ Yes ☐ No
- b. Has good rapport been established with leaders within the community? ☒ Yes ☐ No
- c. Do people believe the Department represents their best interests? ☒ Yes ☐ No
- d. Does the Department have the reputation of impartially enforcing laws? ☒ Yes ☐ No
- e. Do people in the community feel the Department is doing a good job? ☒ Yes ☐ No
- f. How does the reputation of the Department compare with other agencies in the area? Officers in the field are often complimented in their conduct and professionalism when compared to other agencies in the area.

### 2. THE OFFICER AND PUBLIC CONTACTS

EVALUATED 10/27/2009	ACTION REQUIRED	CORRECTED
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- a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? Comments from motorists are handled according to Departmental policy and supervisors have open communication with officers to relay feedback.
- (1) What is the ratio of compliments to complaints?
- (2) Does it appear officers are making successful public contacts? ☒ Yes ☐ No
- (3) Is recognition given to the complimented officers? ☒ Yes ☐ No
- (a) How? Verbal and Written recognition such as 100 Form comments or Commendable Form 2.
- (4) Has an effort been made to determine why some officers are more successful at positive public contacts? ☒ Yes ☐ No
- (5) Are officers with patterns of complaints provided with corrective training and direction? ☒ Yes ☐ No
- b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers?
- Officers are seen as impartial and fair in their enforcement of traffic law. Few members of the public appear at the Area to express anger or a negative reaction towards officers.
- (1) What is the opinion of the public appearing at court regarding Area officers? Many members of the public have often remarked in court that officers were polite, kind and impartial. Very few have expressed feeling that they were singled out or treated unfairly.

(2) What, if any, other methods are utilized to determine public opinion of Area officers?

3. NEWS MEDIA	EVALUATED 10/27/2009	ACTION REQUIRED	CORRECTED
a. Have guidelines been established to foster harmonious relations with the new media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Does the media treat the Department favorably?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are media representatives satisfied with their relationship with the Department?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) Has good rapport been established between Area personnel and the media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Have personnel emphasized the Strategic Plan goals when possible and applicable?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
b. Have procedures been established for the routine dissemination of accident/incident information?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Is "Code 20" or a similar device used for more spectacular incidents?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) How are other kinds of news information disseminated to the media? Via telephonic interviews, press releases and field interviews.			
c. Are there specially prepared and coordinated programs to handle specific traffic problems?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Are multi-lingual programs emphasized?			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
(2) Are public affairs press releases distributed to the public in a timely manner?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Is there adequate media involvement at local Area events?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
d. How are releases produced by headquarters distributed? The releases are sent or faxed to local area newspaper.			
(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Who is responsible to monitor the media for items concerning the Department? Officer D. Stark, 13463.			
(a) Are significant items sent to headquarters?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Are harmonious relations established and maintained with the media by the PAO?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are strategic goals emphasized at PAO/TMC activities?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. SCHOOLS	EVALUATED 10/27/2009	ACTION REQUIRED	CORRECTED
a. Has the commander identified problems that should be resolved through the public affairs program?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Who supervises the program?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(2) Is preplanning evident in the school program?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Is the program designed and directed toward the solution of specific problems?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are activities discussed and planned with school administrators?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(5) Has the program been approved by the commander?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**AREA MANAGEMENT EVALUATION****PUBLIC REACTION**

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(6) Does the program follow departmental priorities?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(7) Are all grade levels included?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(8) How is the success of the program measured? Some programs have course evaluation forms which are kept on file. Other programs use verbal and written feedback from the schools.		
(9) Is it successful?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(10) Are activities coordinated in conjunction with Division recruitment efforts?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

**5. PUBLIC AFFAIRS PROGRAM**EVALUATED  
10/27/2009

ACTION REQUIRED

CORRECTED

a. Has the commander identified problems that should be resolved through the Public Affairs Program?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Does the Public Affairs Program reach all appropriate groups within the community?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Are ethnic groups' problems considered?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Are bilingual officers utilized?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Is the current Strategic Plan emphasized when and where appropriate?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
b. Does the commander keep the PAO fully briefed on current situations which may be newsworthy?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Does the PAO report directly to the commander on public affairs matters?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Does the PAO review the Strategic Plan quarterly?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed?		
(5) Is the PAO addressing issues assigned to him/her in a timely manner?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
c. Is the commander involved in public contacts?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Is membership maintained in a service club, safety council, etc.?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Does the commander accept regular speaking engagements, or are these delegated to subordinates? The commander speaks at appropriate venues but when he is not available the PIO or appropriate supervisor will often attend these events.		
(a) If experience is lacking, is the commander doing anything to correct this?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Are supervisors involved in the community?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Do they make public appearances?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(b) Is training provided for those who lack experience?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Are action steps being addressed in a timely manner?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No



**AREA MANAGEMENT EVALUATION****PUBLIC REACTION**

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d. Are all employees encouraged to understand and participate in public affairs programs?☒ Yes☐ No

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(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?☒ Yes☐ No

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(2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?☒ Yes☐ No

**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

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Command: <b>TRACY</b>	Division: <b>Valley</b>	Chapter: <b>HPG 22.1 Ch 8</b>
Inspected by: <b>Sgt Pat White</b>		Date: <b>10/01/2009</b>

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level <input type="checkbox"/> Executive Office Level		Total hours expended on the inspection:  2	<input type="checkbox"/> Corrective Action Plan Included  <input type="checkbox"/> Attachments Included
Follow-up Required:  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to:  Due Date: 10/15/2009		
Chapter Inspection: HPG 22.1 Ch. 8 Public Reaction			
Inspector's Comments Regarding Innovative Practices:			

Command Suggestions for Statewide Improvement:
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Inspector's Findings:
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Area has very good relationship with the community and local agencies. They are actively involved in numerous educational programs (Start Smart, Every 15 minutes, Sober Graduation, etc.).

Commander's Response: <input checked="" type="checkbox"/> Concur or <input type="checkbox"/> Do Not Concur (Do Not Concur shall document basis for response)
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Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)
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**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

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Command: TRACY	Division: Valley	Chapter: HPG 22.1 Ch 8
Inspected by: Sgt Pat White		Date: 10/01/2009

STATE OF CALIFORNIA  
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL  
**COMMAND INSPECTION PROGRAM**  
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Command: <b>TRACY</b>	Division: <b>Valley</b>	Chapter: <b>HPG 22.1 Ch 8</b>
Inspected by: <b>Sgt Pat White</b>		Date: <b>10/01/2009</b>

Required Action
Corrective Action Plan/Timeline

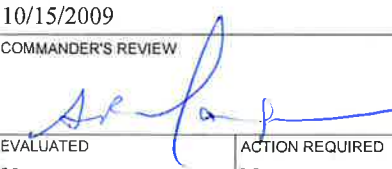
<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE 	DATE 10/02/09
	INSPECTOR'S SIGNATURE 	DATE 10/02/09
<input type="checkbox"/> Reviewer discussed this report with employee <input checked="" type="checkbox"/> Concur <input type="checkbox"/> Do not concur	REVIEWER'S SIGNATURE 	DATE 10/7/09

**AREA MANAGEMENT EVALUATION****PUBLIC REACTION**

CHP 453H (Rev. 5-06) OPI 009

AREA Tracy	DIVISION Valley	NUMBER
EVALUATED BY Sgt. Pat White		DATE 09/30/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE 10/15/2009	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Correction Report BY _____	COMMANDER'S REVIEW 
		DATE 10/2/09	
<b>1. COMMUNITY OPINION</b>		EVALUATED Yes	ACTION REQUIRED No

a. How does the community as a whole feel about the Department? The Department has good relations within the Community. The Department is received positively within the community.

(1) Do all sectors of the community have the same opinion? ☒ Yes ☐ No

b. Has good rapport been established with leaders within the community? ☒ Yes ☐ No

c. Do people believe the Department represents their best interests? ☒ Yes ☐ No

d. Does the Department have the reputation of impartially enforcing laws? ☒ Yes ☐ No

e. Do people in the community feel the Department is doing a good job? ☒ Yes ☐ No

f. How does the reputation of the Department compare with other agencies in the area? Tracy P.D. and the C.H.P. both have a positive reputation within the community.

<b>2. THE OFFICER AND PUBLIC CONTACTS</b>	EVALUATED Yes	ACTION REQUIRED No	CORRECTED
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a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? Citizen concerns are addressed through PIO presentations, traffic complaint log and SEU enforcement.

(1) What is the ratio of compliments to complaints?

(2) Does it appear officers are making successful public contacts? ☒ Yes ☐ No

(3) Is recognition given to the complimented officers? ☒ Yes ☐ No

(a) How? 100 form comments, letters of appreciation by citizens are initialed by commander and placed in Officer files.

(4) Has an effort been made to determine why some officers are more successful at positive public contacts? ☒ Yes ☐ No

(5) Are officers with patterns of complaints provided with corrective training and direction? ☒ Yes ☐ No

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers? The public appreciates the Department not requiring a fee to clear citations. They perceive that the citations are for safety reasons and not money generation for the Department.

(1) What is the opinion of the public appearing at court regarding Area officers? The public generally believes the Department is impartial and the officers are doing their jobs.

**AREA MANAGEMENT EVALUATION****PUBLIC REACTION**

CHP 453H (Rev. 5-06) OPI 009

(2) What, if any, other methods are utilized to determine public opinion of Area officers? Talking to community leaders and the general public.

3. NEWS MEDIA	EVALUATED	ACTION REQUIRED	CORRECTED
	Yes	No	
a. Have guidelines been established to foster harmonious relations with the new media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Does the media treat the Department favorably?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are media representatives satisfied with their relationship with the Department?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) Has good rapport been established between Area personnel and the media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Have personnel emphasized the Strategic Plan goals when possible and applicable?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
b. Have procedures been established for the routine dissemination of accident/incident information?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Is "Code 20" or a similar device used for more spectacular incidents?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) How are other kinds of news information disseminated to the media? Press releases and direct communication with reporters.			
For the Labor Day MEP the Commander did a Traffic Safety PSA for the local network.			
c. Are there specially prepared and coordinated programs to handle specific traffic problems?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Are multi-lingual programs emphasized?			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
(2) Are public affairs press releases distributed to the public in a timely manner?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Is there adequate media involvement at local Area events?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
d. How are releases produced by headquarters distributed? They are forwarded to the Area PIO who disseminates accordingly.			
(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Who is responsible to monitor the media for items concerning the Department? PIO primarily.			
(a) Are significant items sent to headquarters?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Are harmonious relations established and maintained with the media by the PAO?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are strategic goals emphasized at PAO/TMC activities?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. SCHOOLS	EVALUATED	ACTION REQUIRED	CORRECTED
	Yes	No	
a. Has the commander identified problems that should be resolved through the public affairs program?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Who supervises the program?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Is preplanning evident in the school program?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Is the program designed and directed toward the solution of specific problems?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are activities discussed and planned with school administrators?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(5) Has the program been approved by the commander?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

Destroy Previous Editions

STATE OF CALIFORNIA  
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL  
**AREA MANAGEMENT EVALUATION**  
**PUBLIC REACTION**  
CHP 453H (Rev. 5-06) OPI 009

(6) Does the program follow departmental priorities? ☒ Yes ☐ No

(7) Are all grade levels included? ☒ Yes ☐ No

(8) How is the success of the program measured? Obtaining feedback from students and/or parents, and school administrators.

(9) Is it successful? ☒ Yes ☐ No

(10) Are activities coordinated in conjunction with Division recruitment efforts? ☒ Yes ☐ No

**5. PUBLIC AFFAIRS PROGRAM**

EVALUATED  
Yes

ACTION REQUIRED  
No

CORRECTED

a. Has the commander identified problems that should be resolved through the Public Affairs Program? ☒ Yes ☐ No

(1) Does the Public Affairs Program reach all appropriate groups within the community? ☒ Yes ☐ No

(2) Are ethnic groups' problems considered? ☒ Yes ☐ No

(3) Are bilingual officers utilized? ☒ Yes ☐ No

(4) Is the current Strategic Plan emphasized when and where appropriate? ☒ Yes ☐ No

b. Does the commander keep the PAO fully briefed on current situations which may be newsworthy? ☒ Yes ☐ No

(1) Does the PAO report directly to the commander on public affairs matters? ☒ Yes ☐ No

(2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns? ☒ Yes ☐ No

(3) Does the PAO review the Strategic Plan quarterly? ☒ Yes ☐ No

(4) What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed? This has not been a problem.

(5) Is the PAO addressing issues assigned to him/her in a timely manner? ☒ Yes ☐ No

c. Is the commander involved in public contacts? ☒ Yes ☐ No

(1) Is membership maintained in a service club, safety council, etc.? ☒ Yes ☐ No

(2) Does the commander accept regular speaking engagements, or are these delegated to subordinates? The Area Commander takes the initiative to speak to the community when the opportunity presents itself. She has made a public service announcement (CH. 26), attended National Night Out, Tracy Bean Festival and spoke to community leaders.

(a) If experience is lacking, is the commander doing anything to correct this? ☒ Yes ☐ No

(3) Are supervisors involved in the community? ☒ Yes ☐ No

(a) Do they make public appearances? ☒ Yes ☐ No

(b) Is training provided for those who lack experience? ☒ Yes ☐ No

(4) Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them? ☒ Yes ☐ No

(a) Are action steps being addressed in a timely manner? ☒ Yes ☐ No

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**AREA MANAGEMENT EVALUATION****PUBLIC REACTION**

CHP 453H (Rev. 5-06) OPI 009

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d. Are all employees encouraged to understand and participate in public affairs programs?

☒ Yes ☐ No

---

(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?

☒ Yes ☐ No

---

(2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?

☒ Yes ☐ No

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**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Page 1 of 2

Command: Yuba Sutter	Division: Valley	Chapter: 8
Inspected by: S. Klocker, #10836		Date: 10/09/2009

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level  <input type="checkbox"/> Executive Office Level		Total hours expended on the inspection:	<input type="checkbox"/> Corrective Action Plan Included  <input type="checkbox"/> Attachments Included
Follow-up Required:  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to:  Due Date:		

Chapter Inspection: Chapter 8 – Public Reaction

Inspector's Comments Regarding Innovative Practices:

None.

Command Suggestions for Statewide Improvement:

None.

Inspector's Findings:

The Area's positive reputation is enhanced by a very active Public Information Officer.

Commander's Response: ☒ Concur or ☐ Do Not Concur (Do Not Concur shall document basis for response)

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)

STATE OF CALIFORNIA  
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL  
**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Page 2 of 2

Command: <b>Yuba Sutter</b>	Division: <b>Valley</b>	Chapter: <b>8</b>
Inspected by: <b>S. Klocker</b>		Date: <b>10/09/2009</b>

<b>Required Action</b>
<b>Corrective Action Plan/Timeline</b>
No corrective action.

<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE 	DATE <b>10/1/09</b>
	INSPECTOR'S SIGNATURE 	DATE <b>10/1/09</b>
<input checked="" type="checkbox"/> Reviewer discussed this report with employee <input checked="" type="checkbox"/> Concur <input type="checkbox"/> Do not concur	REVIEWER'S SIGNATURE 	DATE <b>10/26/09</b>

**AREA MANAGEMENT EVALUATION****PUBLIC REACTION**

CHP 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
Yuba-Sutter	Valley	285
EVALUATED BY		DATE
Officer Jacquinet, #17710		09/23/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		COMMANDER'S REVIEW 	DATE 10/1/09
1. COMMUNITY OPINION		EVALUATED Yes	ACTION REQUIRED No

- a. How does the community as a whole feel about the Department? The CHP Yuba-Sutter Area is viewed positively regarding all aspects of traffic safety and community relations.
- (1) Do all sectors of the community have the same opinion? ☐ Yes ☒ No
- b. Has good rapport been established with leaders within the community? ☒ Yes ☐ No
- c. Do people believe the Department represents their best interests? ☒ Yes ☐ No
- d. Does the Department have the reputation of impartially enforcing laws? ☒ Yes ☐ No
- e. Do people in the community feel the Department is doing a good job? ☒ Yes ☐ No
- f. How does the reputation of the Department compare with other agencies in the area? The CHP's reputation overall is perceived as more professional, knowledgeable, and responsive to the community.

**2. THE OFFICER AND PUBLIC CONTACTS**

EVALUATED	ACTION REQUIRED	CORRECTED
Yes	No	

- a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? Area supervisors are actively involved in the process of either recognizing or counseling officers for public response to their actions.
- (1) What is the ratio of compliments to complaints? 4 to 1.
- (2) Does it appear officers are making successful public contacts? ☒ Yes ☐ No
- (3) Is recognition given to the complimented officers? ☒ Yes ☐ No
- (a) How? Commendable Form 2's, positive 100 Form comments, Commander's commendations.
- (4) Has an effort been made to determine why some officers are more successful at positive public contacts? ☒ Yes ☐ No
- (5) Are officers with patterns of complaints provided with corrective training and direction? ☒ Yes ☐ No
- b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers? The general opinion of the Area officers is that they were courteous and conducted themselves in a professional manner.
- (1) What is the opinion of the public appearing at court regarding Area officers? The general opinion of the public appearing in court is that the officer was professional and fair during the enforcement contact. However, some people stated further instructions regarding correctable violations and court dates would have been helpful.

**AREA MANAGEMENT EVALUATION****PUBLIC REACTION**

CHP 453H (Rev. 5-06) OPI 009

(2) What, if any, other methods are utilized to determine public opinion of Area officers?

3. NEWS MEDIA	EVALUATED	ACTION REQUIRED	CORRECTED
	Yes	No	
a. Have guidelines been established to foster harmonious relations with the new media?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(1) Does the media treat the Department favorably?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(2) Are media representatives satisfied with their relationship with the Department?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(a) Has good rapport been established between Area personnel and the media?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(3) Have personnel emphasized the Strategic Plan goals when possible and applicable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
b. Have procedures been established for the routine dissemination of accident/incident information?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(1) Is "Code 20" or a similar device used for more spectacular incidents?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(a) How are other kinds of news information disseminated to the media? News releases are sent via fax and phone interviews are given to the media by the Public Information Officer (PIO) and the supervisors.			
c. Are there specially prepared and coordinated programs to handle specific traffic problems?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(1) Are multi-lingual programs emphasized?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(2) Are public affairs press releases distributed to the public in a timely manner?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(3) Is there adequate media involvement at local Area events?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
d. How are releases produced by headquarters distributed? The releases produced by headquarter's are sent via fax to all local media stations. The PIO also meets with each news agency and speaks almost daily with each news group.			
(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(2) Who is responsible to monitor the media for items concerning the Department? The Yuba-Sutter Area PIO is responsible for monitoring the media for items concerning the Department.			
(a) Are significant items sent to headquarters?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(3) Are harmonious relations established and maintained with the media by the PAO?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(4) Are strategic goals emphasized at PAO/TMC activities?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
4. SCHOOLS	EVALUATED	ACTION REQUIRED	CORRECTED
	Yes	No	
a. Has the commander identified problems that should be resolved through the public affairs program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(1) Who supervises the program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(2) Is preplanning evident in the school program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(3) Is the program designed and directed toward the solution of specific problems?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(4) Are activities discussed and planned with school administrators?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(5) Has the program been approved by the commander?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No

**AREA MANAGEMENT EVALUATION****PUBLIC REACTION**

CHP 453H (Rev. 5-06) OPI 009

(6) Does the program follow departmental priorities? ☒ Yes ☐ No(7) Are all grade levels included? ☒ Yes ☐ No

(8) How is the success of the program measured? Success is measured by the continuing demand for CHP participation in school programs, public compliance and awareness, and community involvement in the programs.

(9) Is it successful? ☒ Yes ☐ No(10) Are activities coordinated in conjunction with Division recruitment efforts? ☒ Yes ☐ No**5. PUBLIC AFFAIRS PROGRAM**EVALUATED  
YesACTION REQUIRED  
NoCORRECTED  
Yesa. Has the commander identified problems that should be resolved through the Public Affairs Program? ☒ Yes ☐ No(1) Does the Public Affairs Program reach all appropriate groups within the community? ☒ Yes ☐ No(2) Are ethnic groups' problems considered? ☒ Yes ☐ No(3) Are bilingual officers utilized? ☒ Yes ☐ No(4) Is the current Strategic Plan emphasized when and where appropriate? ☒ Yes ☐ Nob. Does the commander keep the PAO fully briefed on current situations which may be newsworthy? ☒ Yes ☐ No(1) Does the PAO report directly to the commander on public affairs matters? ☒ Yes ☐ No(2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns? ☒ Yes ☐ No(3) Does the PAO review the Strategic Plan quarterly? ☒ Yes ☐ No

(4) What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed? The commander regularly has staff meetings with the supervisors and meets with the officers during training days to insure the mission of the department is being met.

(5) Is the PAO addressing issues assigned to him/her in a timely manner? ☒ Yes ☐ Noc. Is the commander involved in public contacts? ☒ Yes ☐ No(1) Is membership maintained in a service club, safety council, etc.? ☒ Yes ☐ No

(2) Does the commander accept regular speaking engagements, or are these delegated to subordinates? The commander, supervisors, and the PIO regularly speak at community and civic events.

(a) If experience is lacking, is the commander doing anything to correct this? ☒ Yes ☐ No(3) Are supervisors involved in the community? ☒ Yes ☐ No(a) Do they make public appearances? ☒ Yes ☐ No(b) Is training provided for those who lack experience? ☒ Yes ☐ No(4) Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them? ☒ Yes ☐ No(a) Are action steps being addressed in a timely manner? ☒ Yes ☐ No

**AREA MANAGEMENT EVALUATION****PUBLIC REACTION**

CHP 453H (Rev. 5-06) OPI 009

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d. Are all employees encouraged to understand and participate in public affairs programs?☒ Yes ☐ No

---

(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?

☒ Yes ☐ No

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(2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?

☐ Yes ☒ No

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DATE: 09/23/2009

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**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Page 1 of 3

Command: <b>Woodland</b>	Division: <b>Valley</b>	Chapter: <b>8</b>
Inspected by: <b>Sergeant D. Seaman</b>		Date: <b>8/27/2009</b>

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level <input type="checkbox"/> Executive Office Level		Total hours expended on the inspection:  4	<input type="checkbox"/> Corrective Action Plan Included  <input type="checkbox"/> Attachments Included
Follow-up Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to: <b>Valley Division</b>	Due Date: 10/15/2009	
<b>Chapter Inspection:</b>			
<b>Inspector's Comments Regarding Innovative Practices:</b>			

The Woodland Area is in the process of developing a remote area office day. This will allow members of the public that live in remote communities serviced by the Woodland Area to handle issues such as citation sign off's, car seat inspections, and counter report services.

**Command Suggestions for Statewide Improvement:**

By implementing this idea statewide, the California Highway Patrol will enhance its services to the public by maintaining a presence in remote communities and provide necessary services to members of the public whom might not have access to the local CHP office.

**Inspector's Findings:**

The inspector finds that the Woodland Area is maintaining a high public presence and providing services which best exemplify the CHP. The local allied agencies as well as members of the community are overly pleased with the professionalism and services rendered by the Woodland Area.

**Commander's Response:** ☒ Concur or ☐ Do Not Concur (Do Not Concur shall document basis for response)



**COMMAND INSPECTION PROGRAM**

**EXCEPTIONS DOCUMENT**

Page 2 of 3

Command: <b>Woodland</b>	Division: <b>Valley</b>	Chapter: <b>8</b>
Inspected by: <b>Sergeant D. Seaman</b>		Date: <b>8/27/2009</b>

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)

# COMMAND INSPECTION PROGRAM

## EXCEPTIONS DOCUMENT

Page 3 of 3

Command: Woodland	Division: Valley	Chapter: 8
Inspected by: Sergeant D. Seaman		Date: 8/27/2009

Required Action
Corrective Action Plan/Timeline

<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE 	DATE 08/27/09
	INSPECTOR'S SIGNATURE 	DATE 8/27/09
<input checked="" type="checkbox"/> Reviewer discussed this report with employee	REVIEWER'S SIGNATURE 	DATE 11/5/09
<input checked="" type="checkbox"/> Concur <input type="checkbox"/> Do not concur		

## AREA MANAGEMENT EVALUATION

## PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

AREA Woodland	DIVISION Valley	NUMBER 280
EVALUATED BY Sergeant D. Seaman #16370		DATE 08/27/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		COMMANDER'S REVIEW 	DATE 08/27/2009
BY		EVALUATED 08/27/2009	ACTION REQUIRED CORRECTED

## 1. COMMUNITY OPINION

a. How does the community as a whole feel about the Department? Members of the community and various public representatives routinely stop by the office to comment on the exceptional job the officers are performing.

(1) Do all sectors of the community have the same opinion? ☒ Yes ☐ No

b. Has good rapport been established with leaders within the community? ☒ Yes ☐ No

c. Do people believe the Department represents their best interests? ☒ Yes ☐ No

d. Does the Department have the reputation of impartially enforcing laws? ☒ Yes ☐ No

e. Do people in the community feel the Department is doing a good job? ☒ Yes ☐ No

f. How does the reputation of the Department compare with other agencies in the area? The California Highway Patrol Woodland

Area office remains the recognized leader in law enforcement in Yolo County.

## 2. THE OFFICER AND PUBLIC CONTACTS

EVALUATED 08/27/2009	ACTION REQUIRED N/A	CORRECTED
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a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? Comments are discussed with the officer by the officer's supervisor. The supervisor also provided personal contact and follow-up with the motorist.

(1) What is the ratio of compliments to complaints? Approximately 6 to 1.

(2) Does it appear officers are making successful public contacts? ☒ Yes ☐ No

(3) Is recognition given to the complimented officers? ☒ Yes ☐ No

(a) How? Positive 100 form comments and commendable CHP Form 2's as well as public recognition at squad briefings.

(4) Has an effort been made to determine why some officers are more successful at positive public contacts? ☒ Yes ☐ No

(5) Are officers with patterns of complaints provided with corrective training and direction? ☒ Yes ☐ No

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers?

Members of the public continue to complement the Area regarding the professionalism and courtesy displayed by the officers. The officers also receive complements from allied agencies when clearing allied agency citations.

(1) What is the opinion of the public appearing at court regarding Area officers? The public's opinion regarding court appearances are that the officers are dressed professionally and do not deviate from the probable cause for the citation. When the public appears in court, they routinely express to the judge that during the contact, the officers always acted professionally and respectfully.

(2) What, if any, other methods are utilized to determine public opinion of Area officers? *Additional methods used are public information booths, child seat installation sessions and career day fairs.*

3. NEWS MEDIA	EVALUATED 08/27/2009	ACTION REQUIRED	CORRECTED
a. Have guidelines been established to foster harmonious relations with the new media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Does the media treat the Department favorably?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are media representatives satisfied with their relationship with the Department?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) Has good rapport been established between Area personnel and the media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Have personnel emphasized the Strategic Plan goals when possible and applicable?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
b. Have procedures been established for the routine dissemination of accident/incident information?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Is "Code 20" or a similar device used for more spectacular incidents?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) How are other kinds of news information disseminated to the media?			<i>News media events are disseminated to the media daily by the Woodland Area Public Information Officer.</i>
c. Are there specially prepared and coordinated programs to handle specific traffic problems?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Are multi-lingual programs emphasized?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are public affairs press releases distributed to the public in a timely manner?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Is there adequate media involvement at local Area events?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
d. How are releases produced by headquarters distributed?			<i>Releases are handled by fax and e-mail in addition to the availability of handouts.</i>
(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(2) Who is responsible to monitor the media for items concerning the Department?			<i>Headquarters Public Information Officer news clips and day ahead reports are received at Area daily.</i>
(a) Are significant items sent to headquarters?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Are harmonious relations established and maintained with the media by the PAO?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are strategic goals emphasized at PAO/TMC activities?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

4. SCHOOLS	EVALUATED 08/27/2009	ACTION REQUIRED	CORRECTED
a. Has the commander identified problems that should be resolved through the public affairs program?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Who supervises the program?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Is preplanning evident in the school program?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Is the program designed and directed toward the solution of specific problems?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are activities discussed and planned with school administrators?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(5) Has the program been approved by the commander?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

- (6) Does the program follow departmental priorities? ☒ Yes ☐ No
- (7) Are all grade levels included? ☒ Yes ☐ No
- (8) How is the success of the program measured? *The success of the program is measured by the overall reaction and feedback from the public. The Woodland Area is consistently asked back to events and often are asked to appear at unscheduled events.*
- (9) Is it successful? ☒ Yes ☐ No
- (10) Are activities coordinated in conjunction with Division recruitment efforts? ☒ Yes ☐ No

#### 5. PUBLIC AFFAIRS PROGRAM

EVALUATED  
08/27/2009

ACTION REQUIRED

CORRECTED

- a. Has the commander identified problems that should be resolved through the Public Affairs Program? ☒ Yes ☐ No
- (1) Does the Public Affairs Program reach all appropriate groups within the community? ☒ Yes ☐ No
- (2) Are ethnic groups' problems considered? ☒ Yes ☐ No
- (3) Are bilingual officers utilized? ☒ Yes ☐ No
- (4) Is the current Strategic Plan emphasized when and where appropriate? ☒ Yes ☐ No
- b. Does the commander keep the PAO fully briefed on current situations which may be newsworthy? ☒ Yes ☐ No
- (1) Does the PAO report directly to the commander on public affairs matters? ☒ Yes ☐ No
- (2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns? ☒ Yes ☐ No
- (3) Does the PAO review the Strategic Plan quarterly? ☒ Yes ☐ No
- (4) What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed? *The Commander evaluates the reason the goal was not addressed and makes the necessary adjustment to the Area plan in conjunction with the PIO.*
- (5) Is the PAO addressing issues assigned to him/her in a timely manner? ☒ Yes ☐ No
- c. Is the commander involved in public contacts? ☒ Yes ☐ No
- (1) Is membership maintained in a service club, safety council, etc.? ☐ Yes ☐ No
- (2) Does the commander accept regular speaking engagements, or are these delegated to subordinates? *The Commander accepts speaking engagements on a regular basis. When the Commander is unavailable, the Commander ensures that there is a replacement available.*
- (a) If experience is lacking, is the commander doing anything to correct this? ☒ Yes ☐ No
- (3) Are supervisors involved in the community? ☒ Yes ☐ No
- (a) Do they make public appearances? ☒ Yes ☐ No
- (b) Is training provided for those who lack experience? ☒ Yes ☐ No
- (4) Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them? ☒ Yes ☐ No
- (a) Are action steps being addressed in a timely manner? ☒ Yes ☐ No

**AREA MANAGEMENT EVALUATION****PUBLIC REACTION**

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d. Are all employees encouraged to understand and participate in public affairs programs?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

The Woodland Area continues to strive for excellence by providing exceptional service to the public. The Woodland Area team takes a vested interest in ensuring that the highest level of safety, service and security are at all times emphasized to the public. The Woodland Area PIO plays an integral part in community relations by attending community events, care and er days, and even hosing events at the Woodland Area office. The Woodland Area Commander maintains a regular schedule of speaking events with key contacts, allied agencies and community groups. With all the changes facing the Sate of California, the Woodland Area is always available to assist local and state agencies whenever needed. In addition, the Woodland Area is in the process of implementing new and innovative ideas regarding community relations



**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Command: <b>Truckee</b>	Division: <b>Valley</b>	Chapter: <b>Public Reaction</b>
Inspected by: <b>Sergeant Steve Bryan, 10527</b>		Date: <b>08/05/2009</b>

Page 1 of 2

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level <input type="checkbox"/> Executive Office Level		Total hours expended on the inspection:  3 hours Inspection 2 hours document preparation	<input type="checkbox"/> Corrective Action Plan Included  <input type="checkbox"/> Attachments Included
Follow-up Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to: Valley Division Due Date: October 15, 2009		
Chapter Inspection:			
Inspector's Comments Regarding Innovative Practices:			

None.

Command Suggestions for Statewide Improvement:
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None.

Inspector's Findings:
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The Truckee Area has a very active Public Information Officer (PIO) and Community Oriented Policing Officer (COPS). Both regularly attend meetings events with the public and local schools. The PIO responds to and handles media inquires at all large and news worthy events which occur in the area.

Commander's Response: <input checked="" type="checkbox"/> Concur or <input type="checkbox"/> Do Not Concur (Do Not Concur shall document basis for response)
--

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)
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**COMMAND INSPECTION PROGRAM**

**EXCEPTIONS DOCUMENT**

Page 2 of 2

Command: <b>Truckee</b>	Division: <b>Valley</b>	Chapter: <b>Public Reaction</b>
Inspected by: <b>Sergeant Steve Bryan, 10527</b>		Date: <b>08/05/2009</b>

**Required Action**

**Corrective Action Plan/Timeline**

No corrective action needed.

<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE 	DATE <b>9/3/09</b>
	INSPECTOR'S SIGNATURE <b>S. Bryan SGT</b>	DATE <b>08/06/2009</b>
<input checked="" type="checkbox"/> Reviewer discussed this report with employee <input checked="" type="checkbox"/> Concur <input type="checkbox"/> Do not concur	REVIEWER'S SIGNATURE 	DATE <b>9/15/09</b>



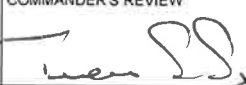
# AREA MANAGEMENT EVALUATION

## PUBLIC REACTION

HP 453H (Rev. 5-06) OPI 009

AREA 222	DIVISION Valley	NUMBER
EVALUATED BY Sergeant Steve Bryan 10527		DATE 08/05/2009

**INSTRUCTIONS:** Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		COMMANDER'S REVIEW 	DATE 9/3/09
BY _____		EVALUATED Yes	ACTION REQUIRED No

### 1. COMMUNITY OPINION

a. How does the community as a whole feel about the Department? The Town of Truckee and the Lake Tahoe Basin have a very positive image of the Truckee CHP Officers and the services they provide. Based on feedback from the communities.

(1) Do all sectors of the community have the same opinion? ☒ Yes ☐ No

b. Has good rapport been established with leaders within the community? ☒ Yes ☐ No

c. Do people believe the Department represents their best interests? ☒ Yes ☐ No

d. Does the Department have the reputation of impartially enforcing laws? ☒ Yes ☐ No

e. Do people in the community feel the Department is doing a good job? ☒ Yes ☐ No

f. How does the reputation of the Department compare with other agencies in the area? The CHP has a more favorable reputation from the community as compared to the local police department and sheriffs. Based on Public and Officer feedback.

### 2. THE OFFICER AND PUBLIC CONTACTS

EVALUATED Yes	ACTION REQUIRED No	CORRECTED
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a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? Supervisor contact by telephone, letters of response, meeting with the motorists and the CHP's complaint process are utilized.

(1) What is the ratio of compliments to complaints? 3 to 1, positive.

(2) Does it appear officers are making successful public contacts? ☒ Yes ☐ No

(3) Is recognition given to the complimented officers? ☒ Yes ☐ No

(a) How? Letters placed into personnel files, 100 form comments, Commendable Form 2, Commendations.

(4) Has an effort been made to determine why some officers are more successful at positive public contacts? ☒ Yes ☐ No

(5) Are officers with patterns of complaints provided with corrective training and direction? ☒ Yes ☐ No

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers?

The public very seldom expresses displeasure with the enforcement contact with the officer which resulted in a citation being issued.

More times than not, the public states the officers are polite and the equipment violation citation was warranted.

(1) What is the opinion of the public appearing at court regarding Area officers? Most of the public appearing before the court on traffic matters, dispute the citation and relate the officer was polite and courteous. Clearly, there is the minority of the public which receive citations who feel the citations are unjust and the officer was rude and discourteous, solely for the citation being issued.

**AREA MANAGEMENT EVALUATION****PUBLIC REACTION**

HP 453H (Rev. 5-06) OPI 009

(2) What, if any, other methods are utilized to determine public opinion of Area officers? Local social events, neighbors, friends and relatives.

3. NEWS MEDIA	EVALUATED	ACTION REQUIRED	CORRECTED
	Yes	No	
a. Have guidelines been established to foster harmonious relations with the new media?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(1) Does the media treat the Department favorably?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(2) Are media representatives satisfied with their relationship with the Department?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(a) Has good rapport been established between Area personnel and the media?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(3) Have personnel emphasized the Strategic Plan goals when possible and applicable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
b. Have procedures been established for the routine dissemination of accident/incident information?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(1) Is "Code 20" or a similar device used for more spectacular incidents?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(a) How are other kinds of news information disseminated to the media? The Truckee Area Communications Center is a 24 hour operation; public access to the CAD System, PIO disseminating information through normal channels and his personnel cell.			
c. Are there specially prepared and coordinated programs to handle specific traffic problems?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(1) Are multi-lingual programs emphasized?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(2) Are public affairs press releases distributed to the public in a timely manner?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(3) Is there adequate media involvement at local Area events?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
d. How are releases produced by headquarters distributed? The information is faxed by the PIO to all local and Reno NV. television and newspaper outlets.			
(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(2) Who is responsible to monitor the media for items concerning the Department? The Truckee Area commander, all Area supervisors and the PIO. All news releases are reviewed and approved prior to dissemination.			
(a) Are significant items sent to headquarters?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(3) Are harmonious relations established and maintained with the media by the PAO?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(4) Are strategic goals emphasized at PAO/TMC activities?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
4. SCHOOLS	EVALUATED	ACTION REQUIRED	CORRECTED
	Yes	No	
a. Has the commander identified problems that should be resolved through the public affairs program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(1) Who supervises the program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(2) Is preplanning evident in the school program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(3) Is the program designed and directed toward the solution of specific problems?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(4) Are activities discussed and planned with school administrators?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(5) Has the program been approved by the commander?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No

Destroy Previous Editions

**AREA MANAGEMENT EVALUATION****PUBLIC REACTION**

JHP 453H (Rev. 5-06) OPI 009

(6) Does the program follow departmental priorities?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(7) Are all grade levels included?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(8) How is the success of the program measured? The Truckee Area COP's Officer responds to the requests for services and is very active at the local schools K thru 12.		
(9) Is it successful?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(10) Are activities coordinated in conjunction with Division recruitment efforts?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
<b>5. PUBLIC AFFAIRS PROGRAM</b>	<b>EVALUATED</b> Yes	<b>ACTION REQUIRED</b> No
a. Has the commander identified problems that should be resolved through the Public Affairs Program?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Does the Public Affairs Program reach all appropriate groups within the community?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Are ethnic groups' problems considered?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Are bilingual officers utilized?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Is the current Strategic Plan emphasized when and where appropriate?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
b. Does the commander keep the PAO fully briefed on current situations which may be newsworthy?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Does the PAO report directly to the commander on public affairs matters?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Does the PAO review the Strategic Plan quarterly?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed? The Area Commander will have the PIO conduct public announcements on topics related to cell phone and seat belt violations, pedestrian safety and other topics.		
(5) Is the PAO addressing issues assigned to him/her in a timely manner?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
c. Is the commander involved in public contacts?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Is membership maintained in a service club, safety council, etc.?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Does the commander accept regular speaking engagements, or are these delegated to subordinates? Yes, the Area Commander attends public functions or a representative of the command will attend in his absence.		
(a) If experience is lacking, is the commander doing anything to correct this?		
	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Are supervisors involved in the community?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Do they make public appearances?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(b) Is training provided for those who lack experience?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Are action steps being addressed in a timely manner?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

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**AREA MANAGEMENT EVALUATION****PUBLIC REACTION**

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---

d. Are all employees encouraged to understand and participate in public affairs programs?

☒ Yes☐ No

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(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?

☒ Yes☐ No

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(2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?

☒ Yes☐ No

**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Page 1 of 3

Command: <b>Stockton – 265</b>	Division: <b>Valley – 201</b>	Chapter: <b>8</b>
Inspected by: <b>M. Polanco</b>		Date: <b>09/28/2009</b>

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level <input type="checkbox"/> Executive Office Level		Total hours expended on the inspection:  6	<input type="checkbox"/> Corrective Action Plan Included  <input checked="" type="checkbox"/> Attachments Included
Follow-up Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to: Valley Division  Due Date: 10/15/09		
Chapter Inspection: 8			
Inspector's Comments Regarding Innovative Practices:			

The Stockton Area has entered a new partnership with the San Joaquin County Superior Court to reduce the number of DUI drivers in the Hispanic Community. Judge Vlavianos and Judge Hoyt have joined our command with the education of the criminal, social and economic aspects of this crime. Based upon the success of this pilot program, the Area is confident this program can be implemented statewide. (Please refer to attached supplemental.)

Command Suggestions for Statewide Improvement:

Inspector's Findings:

During this review, the Stockton Area Command has met or exceeded the aforementioned elements of this inspection. The Area Commander, PIO, supervisors and Area officers continue to make positive strides in all aspects of this evaluation. The Stockton Area has approached these critical elements in a positive, yet humanistic approach based upon the devastating economic downturn experienced by the citizens of San Joaquin County.

**COMMAND INSPECTION PROGRAM**

**EXCEPTIONS DOCUMENT**

Page 2 of 3

Command: Stockton – 265	Division: Valley – 201	Chapter: 8
Inspected by: M. Polanco		Date: 09/28/2009

Commander's Response: ☒ Concur or ☐ Do Not Concur (Do Not Concur shall document basis for response)

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)

**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Page 3 of 3

Command: Stockton – 265	Division: Valley – 201	Chapter: 8
Inspected by: M. Polanco		Date: 09/28/2009

Required Action: None.

Corrective Action Plan/Timeline

<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE 	DATE 10/20/09
	INSPECTOR'S SIGNATURE M. Polanco, SERGEANT	DATE 09/28/2009
<input checked="" type="checkbox"/> Reviewer discussed this report with employee <input checked="" type="checkbox"/> Concur <input type="checkbox"/> Do not concur	REVIEWER'S SIGNATURE 	DATE 10/26/09

OCT 20 2009 (RE)  
TO VILLY DIV

AREA Stockton - 265	DIVISION Valley- 201	NUMBER
EVALUATED BY M. Polanco		DATE 09/28/2009

**INSTRUCTIONS:** Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input type="checkbox"/> No		COMMANDER'S REVIEW <i>Journal</i>	DATE 10/24/09
BY			

### 1. COMMUNITY OPINION

EVALUATED 09/29/2009	ACTION REQUIRED	CORRECTED
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a. How does the community as a whole feel about the Department? See attached.

(1) Do all sectors of the community have the same opinion? ☒ Yes    ☐ No

b. Has good rapport been established with leaders within the community? ☒ Yes    ☐ No

c. Do people believe the Department represents their best interests? ☒ Yes    ☐ No

d. Does the Department have the reputation of impartially enforcing laws? ☒ Yes    ☐ No

e. Do people in the community feel the Department is doing a good job? ☒ Yes    ☐ No

How does the reputation of the Department compare with other agencies in the area? See attached.

### 2. THE OFFICER AND PUBLIC CONTACTS

EVALUATED 09/29/2009	ACTION REQUIRED	CORRECTED
-------------------------	-----------------	-----------

a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? See attached.

(1) What is the ratio of compliments to complaints? See Attached.

(2) Does it appear officers are making successful public contacts? ☒ Yes    ☐ No

(3) Is recognition given to the complimented officers? ☒ Yes    ☐ No

(a) How? See attached.

(4) Has an effort been made to determine why some officers are more successful at positive public contacts? ☒ Yes    ☐ No

(5) Are officers with patterns of complaints provided with corrective training and direction? ☒ Yes    ☐ No

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers? See attached.

(1) What is the opinion of the public appearing at court regarding Area officers? See attached.



## AREA MANAGEMENT EVALUATION

### PUBLIC REACTION

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(2) What, if any, other methods are utilized to determine public opinion of Area officers? See attached.

### 3. NEWS MEDIA

EVALUATED  
09/28/2009

ACTION REQUIRED

CORRECTED

a. Have guidelines been established to foster harmonious relations with the new media?

☒ Yes ☐ No

(1) Does the media treat the Department favorably?

☒ Yes ☐ No

(2) Are media representatives satisfied with their relationship with the Department?

☒ Yes ☐ No

(a) Has good rapport been established between Area personnel and the media?

☒ Yes ☐ No

(3) Have personnel emphasized the Strategic Plan goals when possible and applicable?

☒ Yes ☐ No

b. Have procedures been established for the routine dissemination of accident/incident information?

☒ Yes ☐ No

(1) Is "Code 20" or a similar device used for more spectacular incidents?

☒ Yes ☐ No

(a) How are other kinds of news information disseminated to the media? See attached.

c. Are there specially prepared and coordinated programs to handle specific traffic problems?

☒ Yes ☐ No

(1) Are multi-lingual programs emphasized?

☒ Yes ☐ No

(2) Are public affairs press releases distributed to the public in a timely manner?

☒ Yes ☐ No

(3) Is there adequate media involvement at local Area events?

☒ Yes ☐ No

d. How are releases produced by headquarters distributed? See attached.

(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media?

☒ Yes ☐ No

(2) Who is responsible to monitor the media for items concerning the Department? See attached.

(a) Are significant items sent to headquarters?

☒ Yes ☐ No

(3) Are harmonious relations established and maintained with the media by the PAO?

☒ Yes ☐ No

(4) Are strategic goals emphasized at PAO/TMC activities?

☒ Yes ☐ No

### 4. SCHOOLS

EVALUATED  
09/28/2009

ACTION REQUIRED

CORRECTED

a. Has the commander identified problems that should be resolved through the public affairs program?

☒ Yes ☐ No

(1) Who supervises the program?

☒ Yes ☐ No

(2) Is preplanning evident in the school program?

☒ Yes ☐ No

(3) Is the program designed and directed toward the solution of specific problems?

☒ Yes ☐ No

(4) Are activities discussed and planned with school administrators?

☒ Yes ☐ No

(5) Has the program been approved by the commander?

☒ Yes ☐ No

**AREA MANAGEMENT EVALUATION****PUBLIC REACTION**

CHP 453H (Rev. 5-06) OPI 009

(6) Does the program follow departmental priorities? ☒ Yes ☐ No

(7) Are all grade levels included? ☒ Yes ☐ No

(8) How is the success of the program measured? See attached.

(9) Is it successful? ☒ Yes ☐ No

(10) Are activities coordinated in conjunction with Division recruitment efforts? ☒ Yes ☐ No

**5. PUBLIC AFFAIRS PROGRAM**EVALUATED  
09/28/2009

ACTION REQUIRED

CORRECTED

a. Has the commander identified problems that should be resolved through the Public Affairs Program? ☒ Yes ☐ No

(1) Does the Public Affairs Program reach all appropriate groups within the community? ☒ Yes ☐ No

(2) Are ethnic groups' problems considered? ☒ Yes ☐ No

(3) Are bilingual officers utilized? ☒ Yes ☐ No

(4) Is the current Strategic Plan emphasized when and where appropriate? ☒ Yes ☐ No

b. Does the commander keep the PAO fully briefed on current situations which may be newsworthy? ☒ Yes ☐ No

(1) Does the PAO report directly to the commander on public affairs matters? ☒ Yes ☐ No

(2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns? ☒ Yes ☐ No

(3) Does the PAO review the Strategic Plan quarterly? ☒ Yes ☐ No

(4) What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed? See attached.

(5) Is the PAO addressing issues assigned to him/her in a timely manner? ☒ Yes ☐ No

c. Is the commander involved in public contacts? ☒ Yes ☐ No

(1) Is membership maintained in a service club, safety council, etc.? ☒ Yes ☐ No

(2) Does the commander accept regular speaking engagements, or are these delegated to subordinates? See attached.

(a) If experience is lacking, is the commander doing anything to correct this? ☒ Yes ☐ No

(3) Are supervisors involved in the community? ☒ Yes ☐ No

(a) Do they make public appearances? ☒ Yes ☐ No

(b) Is training provided for those who lack experience? ☒ Yes ☐ No

(4) Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them? ☒ Yes ☐ No

(a) Are action steps being addressed in a timely manner? ☒ Yes ☐ No

**AREA MANAGEMENT EVALUATION****PUBLIC REACTION**

CHP 453H (Rev. 5-06) OPI 009

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Are all employees encouraged to understand and participate in public affairs programs?

☒ Yes☐ No

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(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?

☒ Yes☐ No

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(2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?

☒ Yes☐ No

Department of California Highway Patrol  
Area Management Evaluation  
Chapter 8  
Public Reaction

1. COMMUNITY OPINION

- a. Members in the community within the Stockton Area have always held the California Highway Patrol in high regard. As an example, the Area held a recent open house where numerous positive comments from the public were received. Additionally, many of the citizens did not realize the extent of training departmental members underwent and all were impressed. Many positive comments have also been received from citizens during local community meetings for the Department's efforts in service and enforcement. Members of several service organizations, the local Board of Supervisors and the State Legislature have also praised the Department and its members for its efforts in the community. This has been quite evident from the positive comments from the community related to the enforcement results of the Area's CalGRIP program over the past summer in our partnership with the Stockton Police Department.
- b. The Stockton Area currently enjoys an excellent rapport with various leaders in the community. The Commander and the Public Information Officer have made it a point to visit as many leaders as possible and have been attending the local community meetings to discuss local problems and suggested solutions.
- c. Feedback from citizens at local community meetings revealed they believed the California Highway Patrol's focus was in their best interest. During this year the Area officers have addressed over 200 traffic complaints from the public. Many were initiated through community meetings.
- d. As stated above, the Department enjoys the reputation of being a truly professional and impartial law enforcement agency. This reputation is widely held by the individuals who have contacted members of the Stockton Area. Recent feedback from Stockton Superior Court Judge Vlavianos, commented on how impressed he was with our officers, their dedication, professionalism and honesty as he has witnessed in his courtroom and during public affair events.

The Stockton Area is currently working on a joint venture with San Joaquin County Superior Court Judge Vlavianos and Judge Hoyt in a DUI pilot program geared toward the local Hispanic community. The program's objectives are to educate this community on the impact and of driving while under the influence in an economic and criminal sense. The program's ultimate goal is to greatly reduce the number of impaired drivers from this community on our roads. The Stockton Area believes this will be a successful project and, based upon its merits, it will be implemented in the future on a statewide level.

- e. Overall, based upon the feedback from local community meetings, the people in the community believe the California Highway Patrol is doing a good job with the number of personnel available. They realize the Stockton Area is working below their full staffing level and all agree the Department should have more officers.
- f. The reputation of the California Highway Patrol is held in high regard. This is evidenced by the comments from the public and how the local newspaper treats the California Highway Patrol. Additionally, the local law enforcement agencies themselves also hold the California Highway Patrol in high esteem. This has partly come about through several multi-jurisdictional task forces involving local allied agencies and the California Highway Patrol. In each task force the California Highway Patrol has garnered higher statistics in the number of arrests made, citations issued and vehicles stored.

## 2. THE OFFICER AND PUBLIC CONTACTS

- a. The California Highway Patrol has an established procedure to handle any expression of dissatisfaction from the public, made either verbally, in writing or in person, concerning departmental policies or procedures, or alleging improper conduct by an employee of the Department. A standard procedure is also in place for handling positive comments. All positive comments are passed on to the officers for their review in accordance with POBR. The comments are then included in the officer's personnel file.
  - (1) During the past year the Area has received 9 citizen complaints. Of the 9 complaints, 5 were exonerated, 2 were rescinded. During the same period, the Area received 21 letters and 55 phone calls from the public expressing appreciation for the officer's service.

- (2) As indicated above, the comments are placed in the officers' personnel files. Additionally, when warranted CHP Form 2, Commendable Incident Reports have been issued from the compliments and also placed in the officers personnel files. Furthermore, the Commander or Field Operations Lieutenant, personally review and commend officers when the public indicates that they are pleased with their performance. A number of these letters are read at training day where officer are publicly recognized.
  - (5) The Office of Internal Affairs and the Area track patterns of complaints. When patterns were identified, the Area has provided corrective action, direction and training. The corrective actions have varied from counseling up to interim reporting.
- (b) The Front Desk Officer was interviewed and related it was his experience the public who came into the office to have a citation cleared were pleased with the way the officers dealt with them and the explanation they were provided of how to take care of the citations. Additionally, several citizens came in with citations received from members of allied agencies and related they came to the California Highway Patrol to have the citations cleared because of our professionalism.
- (1) The Area Court Liaison Officer was also interviewed. He related he had spoken to several of the court clerks. They related while the public was not happy about receiving a citation, only a few indicated they were not treated fairly by the Highway Patrol Officers who issued the tickets.
  - (2) The Area has also utilized information garnered from letters from the public, as well as telephone calls and personal contact with the citizens to further evaluate the public's opinion of the Area's officers.

### 3. NEWS MEDIA

- a. The Stockton Area enjoys an excellent working relationship with the various news media in the Area. The Area PIO works closely with the local newspapers, including providing daily police activity section for the Stockton record, and numerous television stations. Being bilingual has assisted the Area PIO with his contacts with Channel 19, the Spanish language station, and 107.3 FM "La Poderosa" radio station, and has helped to foster a more harmonious working relationship with them. The PIO has also employed the use of other bilingual officers to ensure prompt and through service to the Spanish stations.

The Area PIO during the past year has been employed as an officer with the Department for seven years. He brings to the position a well rounded career in providing road patrol to the public and key contacts with the Hispanic community in the Stockton Area. His career experience allows for excellent media representation of the Department during interviews with the media. He also ensures timely releases to the media to announce major incidents and incidents of interest.

- (2) During brief interviews with news media before their interviews, they were very complimentary of the Area PIO and have often asked for him specifically for interviews, even after business hours.
- (3) The Area provides interviews with the news media on a regular basis during holiday periods, after major incidents and daily at out TMC. CMP goals, especially occupant restraint usage, are emphasized.
  - (a) The Stockton Record is provided with service counts each day as well as items of note worthy activities on the part of the Department.
  - (d) News releases from Headquarters are not often received. When they are, the Area Commander reviews them and insures that they fit local information needs and disseminates them through the PIO to the news media.
    - (2) The PIO monitors the media for items concerning the Department and the processes those items through the Area Commander to both Division and Headquarters.
    - (3) The PIO utilizes a personal cellular telephone which has been provided to the news media so that they can contact him on a 24 hours basis, which they often do.

- (i) The Area provides interviews with the media on a regular basis during holiday periods, after major events and daily at our TMC. CMP goals, especially seat belt usage are emphasized.

(j) SCHOOLS

- a. The Area works with all levels of schools students, from Kindergarten to College. Each class and or program is tailored to the needs of the Department and the level of the students addressed. The Kindergarten to Sixth grade classes are general bicycle, skateboard and pedestrian safety talks with the importance of wearing seatbelts are always a part of any presentation. The High School classes include driver safety with a major focus on sober driving and "Sober Graduation". Other presentations include; "Every 15 minutes", "Right Turn" and "Start Smart." The Area has also provided job training for advanced level students and career presentations at local colleges.
  - (1) The Area Commander oversees the school programs.
  - (2) An extensive amount of time and planning are required to coordinate the run of "Sober Graduation" and "Every 15 Minutes" programs. Because of the amount of time required for these programs, additional officers are assigned to assist the PIO from March 1 through August 1, of each year to facilitate these programs throughout San Joaquin County. Due to the past success of these programs several more high schools asked to be included this year. Additionally, the Area has received numerous laudatory comments on the outstanding presentations and the schools have requested these officers be allowed to continue to be a part of these programs.
  - (8) Success of the programs is measured not only in the number of positive comments received from the students, school staff and participants, but also in the number of fatal accidents involving high school students during graduation time. During the past several years the Area has not had any alcohol related deaths involving graduating seniors, indicating that our activities have been successful.



- (9) As stated earlier in this inspection, the Area Officers routinely present recruitment seminars. One officer was temporarily assigned as a Background Investigator to assist with the back log of applicants requiring processing before appointment to the Academy.

## 5. PUBLIC AFFAIRS PROGRAM

- a. The Area Commander has recognized and has not identified a problem with this program.
  - (1) In addition to the standard Public Affairs Programs, the Commander, Supervisors, the Area PIO and the Area's SAFE Team Officer have attended numerous local communities meeting throughout the county to discuss community problems and suggested solutions. In order to become closer to the community, the Area recently held an open house day which was well attended by the public.
  - (2) Recently, a concerted effort was made to contact representatives from all the various local minority groups to open further avenues of discussion on perceived problems and possible solutions.
  - (3) Currently, the Area has six bilingual officers. They are utilized for their skills with news interviews, safety talks and with assistance for recruitment.
- (b) The Commander and PIO meet routinely to discuss current departmental/Area situations which may be news worthy and coordinate responses to the public.
  - (4) After reviewing the CMP and noting the goals have not been adequately addressed, the commander brings the issue before the staff at regular Area Staff meetings and before the squad during training days and briefings.
- (c) The Commander is involved with numerous public contacts. She is a member of the Highway 12 Corridor Association, San Joaquin County Chiefs of Police and the San Joaquin County Traffic Safety Committee. The Commander regularly accepts regular speaking engagements and has spoken at the local Rotary Club and the monthly Community Advisory Board. The Commander encourages the Area Supervisors, PIO and beat Officers to take the time to respond to requests to meet and speak at local service groups, and community meetings.

- (d) Both formally and during Area Training Days, the Commander discusses the need for all employees to be involved in Public Affairs and community service. The Area Officers have coordinated and promoted several safety activities during the past year in San Joaquin County including numerous child safety seat inspections and safety fairs. These Officers are Patrol personnel who understand the need to become involved in community activities to enhance the image of the Department.



M. E. Polanco  
Sergeant

Attachments

STATE OF CALIFORNIA  
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL  
**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Page 1 of 2

Command: <b>S. Sacramento</b>	Division: <b>Valley</b>	Chapter: <b>7-Public Reac.</b>
Inspected by: <b>Lt. L. Lopez</b>		Date: <b>9/01/09</b>

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level <input type="checkbox"/> Executive Office Level		Total hours expended on the inspection: 10	<input type="checkbox"/> Corrective Action Plan Included <input type="checkbox"/> Attachments Included
Follow-up Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to: Valley Div Due Date: 9/17/09		
Chapter Inspection:			
Inspector's Comments Regarding Innovative Practices:			

None

Command Suggestions for Statewide Improvement:
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None

Inspector's Findings:
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Overall, the command has a very positive standing within the South Sacramento County region. Much of this can be attributed to Area's outreach activities. Area is active in many community-based groups and organizations (i.e., Sacramento Urban League, neighborhood associations and business partnerships, etc.), has an active Senior Volunteer program staffed with local residents, and conducts regular traffic safety training in elementary, middle and high schools, along with the Start Smart and Right Turn programs. Also, the South Sacramento Area is one of the most active Child Safety Seat Installation locations in the Division, which is always very well received by the community.

Commander's Response: <input checked="" type="checkbox"/> Concur or <input type="checkbox"/> Do Not Concur (Do Not Concur shall document basis for response)
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None

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)
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None

STATE OF CALIFORNIA  
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL  
**COMMAND INSPECTION PROGRAM**  
EXCEPTIONS DOCUMENT

Page 2 of 2

Command: <b>S. Sacramento</b>	Division: <b>Valley</b>	Chapter: <b>7-Public Reac.</b>
Inspected by: <b>Lt. L. Lopez</b>		Date: <b>9/01/09</b>

<b>Required Action</b>
<b>Corrective Action Plan/Timeline</b>
None

<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE 	DATE <b>9/17/09</b>
	INSPECTOR'S SIGNATURE 	DATE <b>9/11/09</b>
<input type="checkbox"/> Reviewer discussed this report with employee	REVIEWER'S SIGNATURE 	DATE <b>9/18/09</b>
<input checked="" type="checkbox"/> Concur <input type="checkbox"/> Do not concur		

AREA	DIVISION	NUMBER
South Sacramento	Valley	252
EVALUATED BY	DATE	
Lt. L. Lopez	9/01/09	

**INSTRUCTIONS:** Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		COMMANDER'S REVIEW 	DATE 09/17/09
BY _____		EVALUATED Yes	ACTION REQUIRED No
1. COMMUNITY OPINION		CORRECTED	

a. How does the community as a whole feel about the Department? Overall, comments are positive from every community meeting, presentation and community event attended. In addition, Key Contacts also relate positive input from constituents.

(1) Do all sectors of the community have the same opinion? ☐ Yes    ☒ No

b. Has good rapport been established with leaders within the community? ☒ Yes    ☐ No

c. Do people believe the Department represents their best interests? ☒ Yes    ☐ No

d. Does the Department have the reputation of impartially enforcing laws? ☒ Yes    ☐ No

e. Do people in the community feel the Department is doing a good job? ☒ Yes    ☐ No

f. How does the reputation of the Department compare with other agencies in the area? Generally, we have a better reputation with the public based upon the level of respect with which we treat our customers.

2. THE OFFICER AND PUBLIC CONTACTS	EVALUATED Yes	ACTION REQUIRED No	CORRECTED
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a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? Negative - Department's Citizens' Complaint pgm / Positive - posting of complimentary letters and 100 form comments.

(1) What is the ratio of compliments to complaints? 85:15

(2) Does it appear officers are making successful public contacts? ☒ Yes    ☐ No

(3) Is recognition given to the complimented officers? ☒ Yes    ☐ No

(a) How? Correspondence is routed for officer initials, sgt/mgt comments and placed in respective personnel file.

(4) Has an effort been made to determine why some officers are more successful at positive public contacts? ☒ Yes    ☐ No

(5) Are officers with patterns of complaints provided with corrective training and direction? ☒ Yes    ☐ No

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers? The officers write too many tickets, but are generally respectful and treat people with dignity. Better than most other law enforcement agencies.

(1) What is the opinion of the public appearing at court regarding Area officers? Same as above.

(2) What, if any, other methods are utilized to determine public opinion of Area officers? Command interaction at functions, scenes, meetings, etc., also interaction with allied agency supervisors and managers.

3. NEWS MEDIA	EVALUATED	ACTION REQUIRED	CORRECTED
	Yes	No	
a. Have guidelines been established to foster harmonious relations with the new media?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(1) Does the media treat the Department favorably?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(2) Are media representatives satisfied with their relationship with the Department?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(a) Has good rapport been established between Area personnel and the media?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(3) Have personnel emphasized the Strategic Plan goals when possible and applicable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
b. Have procedures been established for the routine dissemination of accident/incident information?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(1) Is "Code 20" or a similar device used for more spectacular incidents?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(a) How are other kinds of news information disseminated to the media? The PIO has a very good relationship with local media and is well known among the media for easy contact and two way communication.			
c. Are there specially prepared and coordinated programs to handle specific traffic problems?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(1) Are multi-lingual programs emphasized?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(2) Are public affairs press releases distributed to the public in a timely manner?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(3) Is there adequate media involvement at local Area events?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
d. How are releases produced by headquarters distributed? They are generally tailored to Area needs and turned around quickly.			
(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(2) Who is responsible to monitor the media for items concerning the Department? The Area PIO and Management.			
(a) Are significant items sent to headquarters?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(3) Are harmonious relations established and maintained with the media by the PAO?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(4) Are strategic goals emphasized at PAO/TMC activities?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No

4. SCHOOLS	EVALUATED	ACTION REQUIRED	CORRECTED
	Yes	No	
a. Has the commander identified problems that should be resolved through the public affairs program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(1) Who supervises the program? <i>COMMANDER &amp; PIO</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yes No
(2) Is preplanning evident in the school program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(3) Is the program designed and directed toward the solution of specific problems?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(4) Are activities discussed and planned with school administrators?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(5) Has the program been approved by the commander?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No

Destroy Previous Editions

- (6) Does the program follow departmental priorities? ☒ Yes ☐ No
- (7) Are all grade levels included? ☒ Yes ☐ No
- (8) How is the success of the program measured? Participation, feedback, requests for additional presentations, and examination of Program 10 stats.
- (9) Is it successful? ☒ Yes ☐ No
- (10) Are activities coordinated in conjunction with Division recruitment efforts? ☒ Yes ☐ No

**5. PUBLIC AFFAIRS PROGRAM**

EVALUATED  
Yes

ACTION REQUIRED  
No

CORRECTED

- a. Has the commander identified problems that should be resolved through the Public Affairs Program? ☒ Yes ☐ No
- (1) Does the Public Affairs Program reach all appropriate groups within the community? ☒ Yes ☐ No
- (2) Are ethnic groups' problems considered? ☒ Yes ☐ No
- (3) Are bilingual officers utilized? ☒ Yes ☐ No
- (4) Is the current Strategic Plan emphasized when and where appropriate? ☒ Yes ☐ No
- b. Does the commander keep the PAO fully briefed on current situations which may be newsworthy? ☒ Yes ☐ No
- (1) Does the PAO report directly to the commander on public affairs matters? ☒ Yes ☐ No
- (2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns? ☒ Yes ☐ No
- (3) Does the PAO review the Strategic Plan quarterly? ☒ Yes ☐ No
- (4) What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed? NA

- (5) Is the PAO addressing issues assigned to him/her in a timely manner? ☒ Yes ☐ No
- c. Is the commander involved in public contacts? ☒ Yes ☐ No
- (1) Is membership maintained in a service club, safety council, etc.? ☒ Yes ☐ No
- (2) Does the commander accept regular speaking engagements, or are these delegated to subordinates? Both.

- (a) If experience is lacking, is the commander doing anything to correct this? NA ☐ Yes ☐ No
- (3) Are supervisors involved in the community? ☒ Yes ☐ No
- (a) Do they make public appearances? ☒ Yes ☐ No
- (b) Is training provided for those who lack experience? ☒ Yes ☐ No
- (4) Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them? ☒ Yes ☐ No
- (a) Are action steps being addressed in a timely manner? ☒ Yes ☐ No

**AREA MANAGEMENT EVALUATION****PUBLIC REACTION**

CHP 453H (Rev. 5-06) OPI 009

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d. Are all employees encouraged to understand and participate in public affairs programs?

☒ Yes ☐ No

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(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?

☒ Yes ☐ No

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(2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?

☒ Yes ☐ No

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**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Command:  
246

Division:  
Valley

Chapter: 8

Inspected by:  
Lieutenant T. Malone

Date:  
09-23-09

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans, and may be used to appeal findings. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level <input type="checkbox"/> Executive Office Level		<input type="checkbox"/> Corrective Action Plan Included <input type="checkbox"/> Appeal Included <input type="checkbox"/> Attachments Included	
Follow-up Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to: Valley Division  Due Date: 10-15-09	Commander's Signature:	Date: 09-23-09
<b>Chapter Inspection:</b>			
<b>Inspector's Comments Regarding Innovative Practices:</b>			

In an effort to recognize exemplary performance, complimentary letters, notes from pleased motorists, and commendations get presented in briefings in front of the Area squad and placed on a "Good guy board" for all to see.

Establishing positive working relationships with the media and community organizations such as the local radio stations and Lake Tahoe South Shore Chamber of Commerce has been very beneficial to the SLT Command. The PIO does regular presentations on local radio stations. Both the Commander and the PIO attend community events and meetings which have resulted in partnerships and a considerable amount of complimentary feedback from local businesses. Taking the time to show concern by attending community meetings has resulted in a greater level of support and confidence by the community. One such partnership was a Child Safety Seat Inspection at a local car dealership. Another was the Area's involvement in a community event called "The Day of The Child." Programs the Area is involved in such as the "Every 15 Minutes" program, the "Start Smart" program, the "Winter Safety and Survival" program, "Bicycle Rodeos/equipment safety inspections" at local schools and the "drug Store Project" tends to show the community the emphasis our Department and Area places on safety and our genuine concern for the community.

**Command Suggestions for Statewide Improvement:**

Surveying members of the public who come into the Area office, whether it is to get a ticket signed off or to obtain the copy of a collision report, we ask if the contact with our officer was of a positive nature. The majority of those surveyed have a supportive and positive response, sometimes surprised that we would even ask the question.

**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Page 2 of 4

Command: 246	Division: Valley	Chapter: 8
Inspected by: Lieutenant T. Malone		Date: 09/23/2009

Inspector's Findings:

**Community Opinion:** The SLT Area has developed a positive relationship with the community. The working relationship with our allied agencies is a cooperative partnership to attain a common goal. The Area's relationship with Alpine County Sheriff's Department, El Dorado County Sheriff's Department, South Lake Tahoe Police Department, Lake Valley Fire Protection District, South Lake Tahoe Fire Department, the US Forest Service, Cal-Trans District 3 and District 10 are very strong. Recently, Staff from the El Dorado County Board of Supervisors office, District 5, Norma Santiago, commented saying the SLT office is more responsive to community issues than we have ever been in the past. The Commander of the El Dorado County Sheriff's Department in South Lake Tahoe said the working relationship between our two agencies is the best it has ever been. The Area's positive relationship with SLT PD has allowed us to complete four joint DUI checkpoints and several joint DUI roving patrol operations this year. The feedback from community organizations has been overwhelmingly positive. Regular attendance at community meetings such as the Lake Tahoe South Shore Chamber of Commerce, the El Dorado County PIO Group, the Meyers Round Table, and the Barton Hospital EMCC meetings has allowed different community organizations to have access and a voice in relation to CHP issues. Local business owners who are members of the Chamber of Commerce have been very complimentary of CHP operations and the professionalism of our officers. Officials from the South Lake Tahoe Unified School District have called the Area Commander to compliment our officers and Area PIO, Officer Jeff Gartner, in relation to their successes working with local school children.

**The Officer and Public Contacts:** Overwhelmingly the majority of the Area's officer and public contacts are positive in nature. Positive comments such as complimentary letters, email messages and phone calls are documented on the officer's monthly evaluation. Additionally, complimentary letters and commendable Form 2s are presented in briefing in front of other squad members and placed on a "Good Guy" board for all to see. Negative encounters are addressed with counseling, 100 from comments or if warranted a citizen's complaint investigation. An effort to determine why some officers are more successful in making positive public contacts than other officers is ongoing. Clearly an officer's attitude toward the public and their overall professionalism are key factors. The majority of our effort is allocated toward the few officers who have received the most citizens' complaints and why. Corrective training and direction has been provided to our most serious situations regarding negative contacts with the public. In the most recent situation of an Area officer receiving an inordinate number of discourtesy complaints; the officer was placed on Interim Reporting for 60 days, required to have an Area sergeant ride along every 10 days and submit audio recordings of all his public contacts. In this particular situation progressive discipline is being used to address the problem. Surveying members of the public who come into the Area office, whether it is to get a ticket signed off or to obtain the copy of a collision report, we ask if the contact with our officer was of a positive nature. The majority of those surveyed have a supportive and positive response. Although people who have been cited by our officers and are subsequently appearing in court find themselves in a negative situation; the majority of people questioned responded by saying "I know the officer was just doing his/her job" or relate "the officer was nice about it, but I don't think I was actually going that fast." Other methods used by the Area to

**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

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Command: 246	Division: Valley	Chapter: 8
Inspected by: Lieutenant T. Malone		Date: 09/23/2009

determine the accuracy of public opinion are listening to feedback at community meetings. The Area Commander has received positive comments from business owners, City Counsel members and County Supervisors as well as general positive responses from members of the public.

**News Media:** Guidelines have been established to foster and maintain positive relationships with local print, radio and television media outlets. The Area PIO has developed strong positive working relationships with all the local media outlets. The Area PIO does regular presentations on local radio stations addressing Strategic Plan Goals, driver safety, local programs and special events. The Area Commander has also done interviews on local radio programs addressing Strategic Plan Goals and Area Safety programs. News information is such as accident/incident media releases, DUI checkpoints, recruiting information and HQ news releases have been sent to media outlets directly by FAX or electronic mail. Due to the positive working relationship the Area PIO has developed with media outlets; the local newspapers and local radio stations; they have consistently published or broadcast the information provided to them. The PIO, Commander and Area Clerical Staff read the local newspapers and identify items concerning the Area and the Department. Overall, the Area enjoys a well developed positive relationship with local media outlets.

**Schools:** The programs administered at our local schools are one of our strongest public affairs accomplishments. The Area is involved in the following programs within the Lake Tahoe Unified School District; "Every 15 Minutes Program," the "Drug Store Project," the "Start Smart" program, the "Winter Driving Safety and Survival" program and "Bicycle Safety Rodeos and Equipment Checks." The programs are discussed and planned with school administrators in advance; they are well developed and are received in a positive light. The Area school programs receive prior approval by the Commander and follow departmental priorities. Our Area school programs range from presentations to kindergarten age children up to grade 12. The programs have proved to be very successful and are measured by the feedback we receive from school administrators, the number of children that attend, and the level of enthusiasm demonstrated by the children who attend.

**Public Affairs Program:** The Area Public Affairs Program is designed to reach all age groups and demographics within the South Lake Tahoe Community. The largest ethnic group in the SLT Area is the Hispanic segment of our population. The Area has one bilingual officer and that officer is actively involved in the Hispanic community. Our bilingual officer serves on a Community Hispanic Advisory Committee, attends community Hispanic events and works with the El Dorado County Disaster Planning Commission providing presentations in Spanish to local residents. Strategic Plan goals and a sound safety messages are always the focus of our Public Affairs Program. The Commander keeps the PIO apprised of current situations that may be newsworthy and frequently meets with the PIO to assess the effectiveness of current Public Affairs Programs and strategies. The PIO addresses public affairs issues in a timely manner by being proactive and providing the information to the media before it is requested. The Area Commander is directly involved in public contacts, is a member of the Lake Tahoe South Shore Chamber of Commerce and attends many community meetings. Recently, the Area Commander attended and provided a presentation at the Western States Auto Theft Investigators Conference as well as the Lake Tahoe Community College, Criminal Justice Advisory Committee. Area supervisors are involved in the community by attending community meetings and Chamber of Commerce Mixers. Area

**COMMAND INSPECTION PROGRAM**  
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Command: 246	Division: Valley	Chapter: 8
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supervisors have also attended summer fireworks safety meetings, meetings for the many special events that occur in the Area such as the annual "Death Ride" in Alpine County and the Lake Tahoe Marathon" in El Dorado County as well as the other 12 special events the Area is involved in every year. Area officers are given the opportunity to and encouraged to be involved in community events and the public affairs programs, however if it does not involve overtime, enthusiasm for public affairs programs is low. Supervisors and Area officers who are involved in Public Affairs programs are appropriately recognized by commendable Form 2s and verbal recognition.

Commander's Response: ☒ Concur or ☐ Do Not Concur (Do Not Concur shall document basis for response)

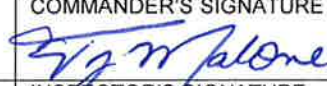
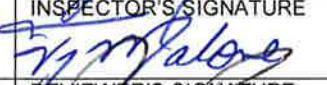
Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)

None

Required Action

Corrective Action Plan/Timeline

None

<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE 	DATE 9-23-09
	INSPECTOR'S SIGNATURE 	DATE 9-23-09
<input type="checkbox"/> Reviewer discussed this report with employee	REVIEWER'S SIGNATURE 	DATE 11/23/09
<input checked="" type="checkbox"/> Concur <input type="checkbox"/> Do not concur		

Department of California Highway Patrol  
AREA MANAGEMENT EVALUATION  
Chapter 8  
PUBLIC REACTION

246 VALLEY  
Area Division Number 8  
Evaluated By MALONE Date 9-23-09

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initiated and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed in the Summary Statement. The Summary Statement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Summary can be handwritten if desired.

Type of Evaluation  
☒ Formal Evaluation ☐ Informal Evaluation  
Follow-up Required  
☐ Yes ☒ No  
Correction Report  
☐ Yes ☒ No  
by \_\_\_\_\_  
Suspense Date 10-15-09

Commander's Review  
Date  
Evaluated ☒ Action Required ☐ Corrected ☐

1. COMMUNITY OPINION

a. How does the community as a whole feel about the Department? THE SLT AREA HAS A POSITIVE COMMUNITY RELATIONSHIP

(1) Do all sectors of the community have the same opinion? ☒ Yes ☐ No  
b. Has good rapport been established with leaders within the community? ☒ Yes ☐ No  
c. Do people believe the Department represents their best interests? ☒ Yes ☐ No  
d. Does the Department have the reputation of impartial enforcement of laws? ☒ Yes ☐ No  
e. Do people in the community feel the Department is doing a good job? ☒ Yes ☐ No

f. How does the reputation of the Department compare with other agencies in the area? CHP AND EDSO HAVE AN EXCELLENT REPUTATION. SLT PD ARE STRIVING TO DO BETTER

2. THE OFFICER AND PUBLIC CONTACTS  
Evaluated ☒ Action Required ☐ Corrected ☐

a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? PLEASED MOTORIST COMMENTS ARE DOCUMENTED AND GET PLACED ON A GOOD GUY BOARD. DISPLEASED GET A COMPLAINT INVEST.

(1) What is the ratio of compliments to complaints? APPROXIMATELY 2 TO 1  
(2) Does it appear officers are making successful public contacts? ☒ Yes ☐ No  
(3) Is recognition given to the complimented officers? ☒ Yes ☐ No  
(a) How? GOOD GUY LETTERS AND FORM 2s ARE PRESENTED IN BRIEFING

(4) Has an effort been made to determine why some officers are more successful at positive public contacts? PROFESSIONALISM ☒ Yes ☐ No

(5) Are officers with patterns of complaints provided with corrective training and direction? ☒ Yes ☐ No



AREA MANAGEMENT EVALUATION  
Chapter 8  
PUBLIC REACTION

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers?

*MEMBERS OF THE PUBLIC ARE ASKED ABOUT THEIR CONTACT WHEN THEY COME TO THE OFFICE FOR A MULTITUDE OF REASONS. THE RESPONSES ARE MOSTLY POSITIVE*

(1) What is the opinion of the public appearing at Court regarding Area officers?

*MEMBERS OF THE PUBLIC APPEARING IN COURT HAVE INDICATED OUR OFFICERS ARE THE MOST PROFESSIONAL.*

(2) What, if any, other methods are utilized to determine public opinion of Area officers?

*INPUT FROM MEMBERS OF PUBLIC SERVICE ORGANIZATIONS SUCH AS THE CHAMBER OF COMMERCE.*

3. NEWS MEDIA

Evaluated ☒

Action Required

Corrected

a. Have guidelines been established to foster harmonious relations with the news media?

☒ Yes ☐ No

(1) Does the media treat the Department favorably?

☒ Yes ☐ No

(2) Are media representatives satisfied with their relationship with the Department?

☒ Yes ☐ No

(a) Has good rapport been established between Area personnel and the media?

☒ Yes ☐ No

(3) Have Area personnel emphasized CMP goals when possible and applicable?

☒ Yes ☐ No

b. Have procedures been established for the routine dissemination of accident/incident information?

☒ Yes ☐ No

(1) Is "Code 20" or a similar device used for more spectacular incidents?

☒ Yes ☐ No

(a) How are other kinds of news information disseminated to the media?

*WE USE PRESS RELEASES AND PERSONAL CONTACTS WITH THE MEDIA*

c. Are there specially prepared and coordinated programs to handle specific traffic problems?

☒ Yes ☐ No

(1) Are multi-lingual programs emphasized?

☒ Yes ☐ No

(2) Are Public Affairs press releases distributed to the public in a timely manner?

☒ Yes ☐ No

(3) Is there adequate media involvement at local Area events?

☒ Yes ☐ No

d. How are releases produced by headquarters distributed?

*OUR PIO, OFCR JEFF GARTNER CREATES THE PRESS RELEASES, THEY ARE APPROVED BY THE COMMANDER AND SENT OUT.*

(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media?

☒ Yes ☐ No

(2) Who is responsible to monitor the media for items concerning the Department?

*THE PIO, CLERICAL STAFF AND COMMANDER READ LOCAL PAPERS.*

(a) Are significant items sent to headquarters?

☐ Yes ☐ No

(3) Are harmonious relations established and maintained with the media and the PAD?

☒ Yes ☐ No

(4) Are CMP goals emphasized at PAD/TMC activities?

☐ Yes ☐ No

*STRAT PLAN*

AREA MANAGEMENT EVALUATION  
Chapter 8  
PUBLIC REACTION

4. SCHOOLS	Evaluated <input checked="" type="checkbox"/>	Action Required	Corrected
a. Is the program for schools specific to the needs of the Area?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Who supervises the program?	PIO / COMMANDER		
(2) Is preplanning evident in the school program?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Is the program designed and directed toward the solution of specific problems?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are activities discussed and planned with school administrators?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(5) Has the program been approved by the commander?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(6) Does the program follow departmental priorities?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(7) Are all grades included?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(8) How is the success of the program measured?	K THROUGH 12		
(9) Is it successful?	THE NUMBER OF STUDENTS PARTICIPATING AND THE LEVEL OF ENTHUSIASM BY STUDENTS AND STAFF.		
(10) Are activities coordinated in conjunction with Division recruitment efforts?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
5. PUBLIC AFFAIRS PROGRAM	Evaluated <input checked="" type="checkbox"/>	Action Required	Corrected
a. Has the commander identified problems that should be resolved through the Public Affairs Program?			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
(1) Does the Public Affairs Program reach all groups within the community?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are ethnic groups problems considered?	HISPANIC COMMUNITY		
(3) Are bilingual officers utilized?	OFFICER JR PINEDO		
(4) Is the current CMP emphasized when and where appropriate?	STRAT PLAN		
b. Does the commander keep the PAD fully briefed on current situations which may be newsworthy?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Does the PAD report directly to the commander on public affairs matters?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Does the PAD concentrate most of his/her efforts toward CMP goals and other departmental concerns?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Does the PAD review the CMP quarterly?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) What action does the commander initiate when the goals of the CMP are not adequately addressed?	WE HAVE NOT ENCOUNTERED THIS PROBLEM, WE USE THE STRAT PLAN AS OUR PLATFORM.		
(5) Is the PAD addressing issues assigned to him/her in a timely manner?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
c. Is the commander involved in public contacts?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Is membership maintained in a service club, safety council, etc.?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
LAKE TAHOE SOUTH SHORE CHAMBER OF COMMERCE.			

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AREA MANAGEMENT EVALUATION  
Chapter 8  
PUBLIC REACTION

(2) Does the commander accept regular speaking engagements, or are these delegated to subordinates?

*COMMANDER SPEAKS TO THE COMMUNITY EVERY AVAILABLE OPPORTUNITY, CHAMBER OF COMMERCE, BOARD OF SUPERVISORS, CONFERENCES.*

(a) If experience is lacking, is the commander doing anything to correct this? *NOT LACKING* ☒ Yes ☐ No

(3) Are supervisors involved in the community? ☒ Yes ☐ No

(a) Do they make public appearances? *COMMUNITY MEETINGS* ☒ Yes ☐ No

(b) Is training provided for those who lack experience? ☒ Yes ☐ No

(4) Are all supervisors aware of CMP goals and the approach the public affairs program has taken towards them? *STRAT PLAN* ☒ Yes ☐ No

(a) Are action steps being addressed in a timely manner? ☒ Yes ☐ No

d. Are all employees encouraged to understand and participate in public affairs programs? ☒ Yes ☐ No

(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department? ☒ Yes ☐ No



## DATE: \_\_\_\_\_

[illegible]

8-A-5

ANNEX A  
HPG 22.1

## CHAPTER 8

### PUBLIC REACTION

1. COMMUNITY OPINION. How does the community feel about the Department? Do all sectors of the community have the same general impression? Has good rapport been established with leaders in all segments? Do people believe the Department represents their best interests? Does it have the reputation of impartial enforcement of laws? Do they believe the Department is doing a good job? How does the reputation of the Department compare to other law enforcement agencies in the area? It will probably be necessary to contact representative members of the community (e.g., local editors, service club members, church leaders, judges, teachers, small business operators, allied agencies, minority group members) to get an accurate impression of this subject matter.

2. THE OFFICER AND PUBLIC CONTACTS.

a. Reaction to Public Contacts. Have procedures been established to assure proper handling of positive and negative comments by pleased or displeased motorists? What is the ratio between compliments and complaints? How is this determined? Does it indicate Area officers have been making successful public contacts? Is recognition  
f given to complimented officers? How? Is there a positive effort to learn the techniques that make some officers more successful? Are officers with patterns of complaints provided with corrective training and direction?

b. Sampling Impressions. One method of sampling the impression officers make on the public is to interview a series of persons appearing at the office to clear violations. Some resistance from the public may be expected, but it may be overcome to a considerable extent by displaying objectivity and avoiding a discussion of the merits of the citation/charge when possible. Another source is to talk with traffic court clerks who accept bail. Motorists often relate their feelings about officers to these clerks. In certain cases, it may be advisable to sample violators cited by a particular officer. If this is done, it should be handled confidentially to avoid a possible morale problem. To counteract bias that may occur from an enforcement contact, the evaluating officer may want to consider contacting vehicle owners that have been offered or provided assistance by an officer. License numbers are recorded on CHP 415s when an officer provides assistance to a disabled motorist (ADV). A form letter asking for general impressions mailed to several vehicle owners may provide insight into the officer's contact with the public.

c. Briefing Discussions. Do supervisors capitalize on examples of successful officer techniques by discussing them at briefings? This serves a dual purpose of recognizing one officer's good work while providing positive direction to the rest of the officers.

3. NEWS MEDIA.

a. Guidelines. Have guidelines been established to foster harmonious relations with the news media? Does the media treat the Department favorably? Are media representatives satisfied? Has good rapport been established between Area personnel and the media? Have Area personnel emphasized Command Management Plan (CMP) goals when possible and applicable (i.e., if CMP is seat belt related, do news releases related to accidents indicate seat belt usage)?

b. Notification. Have procedures been established for routine dissemination of accident/incident information? Is "Code 20" or a similar device used for more spectacular incidents? How are other kinds of news such as exceptional arrests and humorous situations handled?

c. Special Programs. Are there specific traffic situations (e.g., traffic congestion, recreation, snow, fog, dust, mass transit strikes, CMP, etc.) for which specially prepared and coordinated programs might be effective? Are multi-lingual programs emphasized? Are public affairs press releases being distributed to media in a timely manner? Is there adequate media involvement at events? Local radio stations are often willing to regularly tape, for later release, traffic items of interest to local residents. Television stations are usually interested in periodic presentations of well prepared, traffic related subjects. One or both of these medias should be employed whenever possible.

d. Headquarters Releases. How are releases produced by headquarters distributed? Is there a follow-up procedure to see if they are received promptly, and if they meet the media's needs? Who is responsible to monitor the media for items concerning the Department (e.g., editorial comments, cartoons, letters to the editor, etc.)? Are significant items sent to headquarters? Are harmonious relations established and maintained with the media by the public affairs officer (PAO)? Are CMP goals emphasized at PAO/Traffic Management Center activities?

4. SCHOOLS. The school program will be much more meaningful if it is specific. Who supervises the program? Is preplanning evident in the school program? Is the program designed and directed toward the solution of specific problems? Are activities discussed and planned in advance with school administrators? Has the program been approved by the commander? Does the program follow departmental priorities? Are all grade levels included? How is the success of the program measured? Is it successful? Are media activities coordinated in conjunction with Division recruitment efforts?

5. PUBLIC AFFAIRS PROGRAM.

a. Scope of Program. Has the commander identified problems that should be resolved through the Public Affairs Program? Does the Public Affairs Program reach all appropriate groups (i.e., military, employee, civic and community organizations)? Are ethnic groups' problems considered? Are talents of bilingual officers used? Is the current CMP emphasized when and where appropriate?

b. Public Affairs Officer. Does the commander keep the PAO fully briefed on current situations which may be newsworthy? Does the PAO report directly to the commander on those matters of public affairs? Is the PAO concentrating most of his/her efforts toward CMP goals and other departmental concerns? Does the PAO review the CMP quarterly? Is input given by the commander when the goals of the CMP are not adequately addressed? Check the Area's CMP for action steps assigned to the PAO. Is the PAO addressing issues assigned to him/her in a timely manner?

c. Commanders and Supervisors. How is the commander involved in public contacts? Is membership maintained in a service club, safety council, etc.? Does the commander accept regular speaking engagements, or are these duties delegated to subordinates? If experience is lacking, is the commander doing anything to correct this? Are supervisors involved in the community? Do they make public appearances? Is training provided for those who lack experience? Is out-service training suggested as an option? Are all supervisors aware of CMP goals and other concerns, and the approach the Area Public Affairs Program has taken towards them? Are action steps being addressed in a timely manner?

d. Other Employees. All employees should be encouraged to understand and participate in public affairs activities. Many officers now coach Little League teams, act as Scoutmasters, etc. Their involvement in these activities is certain to enhance the image of the Department within the local community. Areas should consider establishing some procedure for determining which employees are involved in public service programs. These employees should be given appropriate recognition for their efforts.

**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Command: <b>San Andreas</b>	Division: <b>Valley</b>	Chapter: <b>8 (HPG 22.1)</b>
Inspected by: <b>D. L. Jenkins, #14776</b>		Date: 9/21/2009

Page 1 of 3

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level <input type="checkbox"/> Executive Office Level		Total hours expended on the inspection: 4 Hours	<input type="checkbox"/> Corrective Action Plan Included <input checked="" type="checkbox"/> Attachments Included
Follow-up Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to: Valley Division Due Date: 10/09/2009		

Chapter Inspection: Public Reaction

Inspector's Comments Regarding Innovative Practices:

San Andreas Area has been proactive in contacting the local media, utilizing a local morning radio show to reach a broader demographic than what is reached through the traditional news media. Additionally, Area has been active in forging relationships with various types of media, including news sites on the internet, in addition to traditional print media.

Command Suggestions for Statewide Improvement:

None.

Inspector's Findings:

San Andreas Area benefits from a strong working relationship with the local media, and through it's community outreach, various programs, and the professionalism of its employees, is highly regarded by the community it serves.

Commander's Response: ☒ Concur or ☐ Do Not Concur (Do Not Concur shall document basis for response)

I concur with the inspector's finding regarding the public's positive perception of the San Andreas Area.

**COMMAND INSPECTION PROGRAM**

**EXCEPTIONS DOCUMENT**

Page 2 of 3

Command: <b>San Andreas</b>	Division: <b>Valley</b>	Chapter: <b>8 (HPG 22.1)</b>
Inspected by: <b>D. L. Jenkins, #14776</b>		Date: 9/21/2009

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)

N/A

**COMMAND INSPECTION PROGRAM**

**EXCEPTIONS DOCUMENT**

Page 3 of 3

Command: <b>San Andreas</b>	Division: <b>Valley</b>	Chapter: <b>8 (HPG 22.1)</b>
Inspected by: <b>D. L. Jenkins, #14776</b>		Date: 9/21/2009


Required Action
Corrective Action Plan/Timeline

N/A

<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE 	DATE <b>9/21/09</b>
	INSPECTOR'S SIGNATURE 	DATE <b>9/21/2009</b>
<input type="checkbox"/> Reviewer discussed this report with employee <input checked="" type="checkbox"/> Concur <input type="checkbox"/> Do not concur	REVIEWER'S SIGNATURE 	DATE <b>9/28/09</b>

AREA San Andreas (255)	DIVISION Valley	NUMBER 255-09-003
EVALUATED BY D. L. Jenkins, #14776		DATE 09/21/2009

**INSTRUCTIONS:** Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE 10/09/2009
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Correction Report BY _____	COMMANDER'S REVIEW  LT
		DATE 9/21/09
<b>1. COMMUNITY OPINION</b>		EVALUATED Yes
		ACTION REQUIRED No
		CORRECTED

a. How does the community as a whole feel about the Department? Surveys are conducted each October. These surveys indicate the

CHP is regarded in a positive light by the community, and are generally pleased with the professionalism of the Department.

(1) Do all sectors of the community have the same opinion? ☒ Yes ☐ No

b. Has good rapport been established with leaders within the community? ☒ Yes ☐ No

c. Do people believe the Department represents their best interests? ☒ Yes ☐ No

d. Does the Department have the reputation of impartially enforcing laws? ☒ Yes ☐ No

e. Do people in the community feel the Department is doing a good job? ☒ Yes ☐ No

f. How does the reputation of the Department compare with other agencies in the area? Calaveras County has one Police

Department in addition to the Sheriff's Department. The CHP is held in a higher regard than either of the two other agencies.

<b>2. THE OFFICER AND PUBLIC CONTACTS</b>	EVALUATED Yes	ACTION REQUIRED No	CORRECTED
---	------------------	-----------------------	-----------

a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? Refer to narrative.

(1) What is the ratio of compliments to complaints? In 2009, Area has received an equal number of both compliments and complaints.

(2) Does it appear officers are making successful public contacts? ☒ Yes ☐ No

(3) Is recognition given to the complimented officers? ☒ Yes ☐ No

(a) How? Refer to attachment.

(4) Has an effort been made to determine why some officers are more successful at positive public contacts? ☒ Yes ☐ No

(5) Are officers with patterns of complaints provided with corrective training and direction? ☒ Yes ☐ No

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers? The general opinion is favorable. Officers receive comments describing them as professional, helpful, and courteous.

(1) What is the opinion of the public appearing at court regarding Area officers? The Superior Court and District Attorney's Office both described Area Officers in a positive manner.



(2) What, if any, other methods are utilized to determine public opinion of Area officers? The CHP 414, Community Services Survey, is used during the month of October to solicit the opinions of the population we provide service to.

3. NEWS MEDIA	EVALUATED Yes	ACTION REQUIRED No	CORRECTED
a. Have guidelines been established to foster harmonious relations with the new media?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(1) Does the media treat the Department favorably?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(2) Are media representatives satisfied with their relationship with the Department?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(a) Has good rapport been established between Area personnel and the media?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(3) Have personnel emphasized the Strategic Plan goals when possible and applicable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
b. Have procedures been established for the routine dissemination of accident/incident information?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(1) Is "Code 20" or a similar device used for more spectacular incidents?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(a) How are other kinds of news information disseminated to the media? Press Releases are used to disseminate information to local media outlets regarding public safety messages, road closures, specific hazards, and traffic collisions.			
c. Are there specially prepared and coordinated programs to handle specific traffic problems?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(1) Are multi-lingual programs emphasized?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yes No
(2) Are public affairs press releases distributed to the public in a timely manner?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(3) Is there adequate media involvement at local Area events?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
d. How are releases produced by headquarters distributed? Press Releases produced by Headquarters are disseminated to the media in the same manner as local releases.			
(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(2) Who is responsible to monitor the media for items concerning the Department? The Public Affairs Officer (PAO) is responsible for monitoring the media. Additionally, the Commander and Area Sergeants monitor the local media to supplement the PAO's efforts.			
(a) Are significant items sent to headquarters?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(3) Are harmonious relations established and maintained with the media by the PAO?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(4) Are strategic goals emphasized at PAO/TMC activities?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No

4. SCHOOLS	EVALUATED Yes	ACTION REQUIRED No	CORRECTED
a. Has the commander identified problems that should be resolved through the public affairs program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(1) Who supervises the program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(2) Is preplanning evident in the school program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(3) Is the program designed and directed toward the solution of specific problems?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(4) Are activities discussed and planned with school administrators?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(5) Has the program been approved by the commander?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No

(6) Does the program follow departmental priorities? ☒ Yes ☐ No

(7) Are all grade levels included? ☒ Yes ☐ No

(8) How is the success of the program measured? Refer to attachment.

(9) Is it successful? ☒ Yes ☐ No

(10) Are activities coordinated in conjunction with Division recruitment efforts? ☒ Yes ☐ No

**5. PUBLIC AFFAIRS PROGRAM**

EVALUATED  
Yes

ACTION REQUIRED  
No

CORRECTED

a. Has the commander identified problems that should be resolved through the Public Affairs Program? ☒ Yes ☐ No

(1) Does the Public Affairs Program reach all appropriate groups within the community? ☒ Yes ☐ No

(2) Are ethnic groups' problems considered? ☒ Yes ☐ No

(3) Are bilingual officers utilized? ☒ Yes ☐ No

(4) Is the current Strategic Plan emphasized when and where appropriate? ☒ Yes ☐ No

b. Does the commander keep the PAO fully briefed on current situations which may be newsworthy? ☒ Yes ☐ No

(1) Does the PAO report directly to the commander on public affairs matters? ☒ Yes ☐ No

(2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns? ☒ Yes ☐ No

(3) Does the PAO review the Strategic Plan quarterly? ☒ Yes ☐ No

(4) What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed? Refer to attachment.

(5) Is the PAO addressing issues assigned to him/her in a timely manner? ☒ Yes ☐ No

c. Is the commander involved in public contacts? ☒ Yes ☐ No

(1) Is membership maintained in a service club, safety council, etc.? ☐ Yes ☒ No

(2) Does the commander accept regular speaking engagements, or are these delegated to subordinates? The Commander accepts requests for speaking engagements and attends community meetings.

(a) If experience is lacking, is the commander doing anything to correct this? ☒ Yes ☐ No

(3) Are supervisors involved in the community? ☒ Yes ☐ No

(a) Do they make public appearances? ☒ Yes ☐ No

(b) Is training provided for those who lack experience? ☒ Yes ☐ No

(4) Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them? ☒ Yes ☐ No

(a) Are action steps being addressed in a timely manner? ☒ Yes ☐ No

**AREA MANAGEMENT EVALUATION****PUBLIC REACTION**

CHP 453H (Rev. 5-06) OPI 009

- 
- |  |   |
|--|---|
| ) Are all employees encouraged to understand and participate in public affairs programs?   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <hr/>  |   |
| (1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?                 | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| <hr/>  |   |
| (2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
-

DATE: 09/21/2009

c454\_506.pdf

**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Command: 214 - Sacramento CC	Division: 201 - Valley	Chapter: 8
Inspected by: Sergeant Steve Pellegrino, 14988		Date: 08/10/-8/10/2009

Page 1 of 2

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level <input type="checkbox"/> Executive Office Level		Total hours expended on the inspection:	<input type="checkbox"/> Corrective Action Plan Included <input type="checkbox"/> Attachments Included
Follow-up Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to: Valley Division Due Date: October 15, 2009		
Chapter Inspection: Chapter 8 – Public Reaction			
Inspector's Comments Regarding Innovative Practices:			

None.

Command Suggestions for Statewide Improvement:

None.

Inspector's Findings:

In response to a Comm-Net Message dated January 9, 2009, Sacramento Communications Center conducted a Division selected inspection of their public reaction program to ensure compliance with departmental policy, and involvement. Due to the overall nature of the command (communications center), interaction with the public is generally limited to telephone conversations only, with the exception of providing traffic information to news entities/public via the Media Information Officer.

No discrepancies were noted during this inspection.

Commander's Response: ☐ Concur or ☐ Do Not Concur (Do Not Concur shall document basis for response)

None.

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)

**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Page 2 of 2

Command: 214 - Sacramento CC	Division: 201 - Valley	Chapter: 8
Inspected by: Sergeant Steve Pellegrino, 14988		Date: 08/10/-8/10/2009

Required Action
Corrective Action Plan/Timeline

<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE 	DATE 09.03.09
	INSPECTOR'S SIGNATURE 	DATE 9/3/09
<input checked="" type="checkbox"/> Reviewer discussed this report with employee <input checked="" type="checkbox"/> Concur <input type="checkbox"/> Do not concur	REVIEWER'S SIGNATURE 	DATE 9/11/09

AREA Sac. Comm. Center	DIVISION Valley	NUMBER 214
EVALUATED BY Sgt. S. Pellegrino		DATE 8/1-8/10/2009

**INSTRUCTIONS:** Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input type="checkbox"/> No		COMMANDER'S REVIEW 	DATE 8.03.09
BY		EVALUATED Yes	ACTION REQUIRED No
1. COMMUNITY OPINION		CORRECTED	

a. How does the community as a whole feel about the Department? The Sacramento Communications Center dispatches for several Valley Division Area's. Interaction with the public is generally limited to telephone conversations. Most are positive.

(1) Do all sectors of the community have the same opinion? ☐ Yes ☒ No

b. Has good rapport been established with leaders within the community? ☒ Yes ☐ No

c. Do people believe the Department represents their best interests? ☒ Yes ☐ No

d. Does the Department have the reputation of impartially enforcing laws? ☒ Yes ☐ No

e. Do people in the community feel the Department is doing a good job? ☒ Yes ☐ No

f. How does the reputation of the Department compare with other agencies in the area? It is not known how the public feels about interacting with SCC on 911 calls versus the Sacramento Sheriff's office or local police departments.

2. THE OFFICER AND PUBLIC CONTACTS	EVALUATED No	ACTION REQUIRED No	CORRECTED
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a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? SCC deploys two uniformed officers for the purpose of Freeway Service Patrol inspections. They issue citations only incidentally to their primary duties.

(1) What is the ratio of compliments to complaints? Zero citizen complaints related to field enforcement.

(2) Does it appear officers are making successful public contacts? ☒ Yes ☐ No

(3) Is recognition given to the complimented officers? ☒ Yes ☐ No

(a) How? When applicable by CHP 100 form comment or CHP 2 as appropriate

(4) Has an effort been made to determine why some officers are more successful at positive public contacts? ☐ Yes ☒ No

(5) Are officers with patterns of complaints provided with corrective training and direction? ☒ Yes ☐ No

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers?

When SCC clears citations it is usually from citations issued by surrounding field offices. This would reflect on those offices and not SCC.

(1) What is the opinion of the public appearing at court regarding Area officers? Due to the low number of citation activity relative to adjacent field commands, it is not possible to query the courts regarding the opinions people receiving citations from SCC officers.

(2) What, if any, other methods are utilized to determine public opinion of Area officers? None.

3. NEWS MEDIA	EVALUATED YES	ACTION REQUIRED NO	CORRECTED
a. Have guidelines been established to foster harmonious relations with the new media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Does the media treat the Department favorably?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are media representatives satisfied with their relationship with the Department?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) Has good rapport been established between Area personnel and the media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Have personnel emphasized the Strategic Plan goals when possible and applicable?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
b. Have procedures been established for the routine dissemination of accident/incident information?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Is "Code 20" or a similar device used for more spectacular incidents?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) How are other kinds of news information disseminated to the media? SCC deploys a full time Media Information Officer (MIO). The MIO works directly with radio and TV stations to disseminate news and information to the media.			
c. Are there specially prepared and coordinated programs to handle specific traffic problems?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Are multi-lingual programs emphasized?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are public affairs press releases distributed to the public in a timely manner?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Is there adequate media involvement at local Area events?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
d. How are releases produced by headquarters distributed? Via the MIO to the news media.			
(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Who is responsible to monitor the media for items concerning the Department? MIO			
(a) Are significant items sent to headquarters?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Are harmonious relations established and maintained with the media by the PAO?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are strategic goals emphasized at PAO/TMC activities?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. SCHOOLS	EVALUATED NO	ACTION REQUIRED NO	CORRECTED
a. Has the commander identified problems that should be resolved through the public affairs program?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(1) Who supervises the program?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(2) Is preplanning evident in the school program?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(3) Is the program designed and directed toward the solution of specific problems?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are activities discussed and planned with school administrators?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(5) Has the program been approved by the commander?			<input type="checkbox"/> Yes <input type="checkbox"/> No

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**AREA MANAGEMENT EVALUATION****PUBLIC REACTION**

IP 453H (Rev. 5-06) OPI 009

(6) Does the program follow departmental priorities?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
(7) Are all grade levels included?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
(8) How is the success of the program measured?		
(9) Is it successful?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
(10) Are activities coordinated in conjunction with Division recruitment efforts?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

5. PUBLIC AFFAIRS PROGRAM	EVALUATED YES	ACTION REQUIRED NO	CORRECTED
a. Has the commander identified problems that should be resolved through the Public Affairs Program?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Does the Public Affairs Program reach all appropriate groups within the community?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are ethnic groups' problems considered?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Are bilingual officers utilized?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Is the current Strategic Plan emphasized when and where appropriate?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
b. Does the commander keep the PAO fully briefed on current situations which may be newsworthy?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Does the PAO report directly to the commander on public affairs matters?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Does the PAO review the Strategic Plan quarterly?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed?			
(5) Is the PAO addressing issues assigned to him/her in a timely manner?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
c. Is the commander involved in public contacts?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Is membership maintained in a service club, safety council, etc.?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Does the commander accept regular speaking engagements, or are these delegated to subordinates? The majority of public affairs engagements are handled by the adjacent field office commanders. The SCC commander does attend meetings involving the 911 system.			
(a) If experience is lacking, is the commander doing anything to correct this?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Are supervisors involved in the community?			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
(a) Do they make public appearances?			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
(b) Is training provided for those who lack experience?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) Are action steps being addressed in a timely manner?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

**AREA MANAGEMENT EVALUATION**

**PUBLIC REACTION**

HP 453H (Rev. 5-06) OPI 009

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d. Are all employees encouraged to understand and participate in public affairs programs?

☒ Yes ☐ No

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(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?

☒ Yes ☐ No

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(2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?

☒ Yes ☐ No

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**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Page 1 of 3

Command: Rancho Cordova	Division: Valley	Chapter: 8 Public Reaction
Inspected by: Off. Tammy DuTemple, #16353		Date: 08/10/2009

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level <input type="checkbox"/> Executive Office Level	Total hours expended on the inspection: 8	<input type="checkbox"/> Corrective Action Plan Included <input type="checkbox"/> Attachments Included
Follow-up Required: Yes <input checked="" type="checkbox"/> No	Forward to: Valley Division Due Date: 10/17/09	
Chapter Inspection:		
Inspector's Comments Regarding Innovative Practices:		

Since becoming an area in January 2009, the response from the public has been positive. Rancho Cordova area will begin to strengthen ties with the schools and throughout the community by attending community events and providing traffic safety presentations.

Command Suggestions for Statewide Improvement:

Inspector's Findings:

The area will staff a service desk in El Dorado Hills in El Dorado County two hours a week, to assist the public by signing off traffic citations and answering law enforcement questions. This will help the relationship between CHP and the community of El Dorado Hills.

The area will continue to build a strong rapport with the news media to get information out in a timely manner.

Commander's Response: ☒ Concur or ☐ Do Not Concur (Do Not Concur shall document basis for response)

All of our area's programs are newly implemented. Great emphasis has been taken to introduce the Rancho Cordova Area to the community we serve. Area works with many home owners groups, Community Service Districts and allied agencies. Regular meetings are held with the local Board of Supervisors and the El Dorado Hills Chamber of Commerce.

School safety is my priority. Meetings have been completed with school superintendents and principals to address safety concerns and measures to correct problems.

**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Page 2 of 3

Command: Rancho Cordova	Division: Valley	Chapter: 8 Public Reaction
Inspected by: Off. Tammy DuTemple, #16353		Date: 08/10/2009

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)

**COMMAND INSPECTION PROGRAM  
EXCEPTIONS DOCUMENT**

Page 3 of 3

Command: Rancho Cordova	Division: Valley	Chapter: 8 Public Reaction
Inspected by: Off. Tammy DuTemple, #16353		Date: 08/10/2009

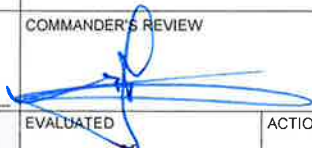
Required Action

Corrective Action Plan/Timeline

<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE 	DATE 10/26/09
	INSPECTOR'S SIGNATURE 	DATE 10/26/09
<input checked="" type="checkbox"/> Reviewer discussed this report with employee <input checked="" type="checkbox"/> Concur <input type="checkbox"/> Do not concur	REVIEWER'S SIGNATURE 	DATE 10/26/09

AREA Rancho Cordova (260)	DIVISION Valley	NUMBER
EVALUATED BY Officer Tammy DuTemple, #16353		DATE 08/05/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		<input type="checkbox"/> Correction Report BY 	COMMANDER'S REVIEW DATE <u>10/26/09</u>
<b>1. COMMUNITY OPINION</b>		EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED CORRECTED

a. How does the community as a whole feel about the Department? Since becoming an area in January 2009, the response from the public has been overwhelmingly positive.

(1) Do all sectors of the community have the same opinion? ☐ Yes ☐ No

b. Has good rapport been established with leaders within the community? ☒ Yes ☐ No

c. Do people believe the Department represents their best interests? ☒ Yes ☐ No

d. Does the Department have the reputation of impartially enforcing laws? ☒ Yes ☐ No

e. Do people in the community feel the Department is doing a good job? ☐ Yes ☐ No

f. How does the reputation of the Department compare with other agencies in the area? It is believed the reputation is consistent with other agencies if not better.

**2. THE OFFICER AND PUBLIC CONTACTS**

EVALUATED <input checked="" type="checkbox"/>	ACTION REQUIRED	CORRECTED
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a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? The area has had three citizen's complaints for the first two quarters of 2009. Positive comments are documented on 100 forms.

(1) What is the ratio of compliments to complaints? Approximately four compliments to one complaint.

(2) Does it appear officers are making successful public contacts? ☒ Yes ☐ No

(3) Is recognition given to the complimented officers? ☒ Yes ☐ No

(a) How? Through verbal comments, 100 form comments, CHP 2

(4) Has an effort been made to determine why some officers are more successful at positive public contacts? ☒ Yes ☐ No

(5) Are officers with patterns of complaints provided with corrective training and direction? ☒ Yes ☐ No

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers? The general opinion of the public is that the Area's officers do their job in a very professional manner.

(1) What is the opinion of the public appearing at court regarding Area officers? Unknown

(2) What, if any, other methods are utilized to determine public opinion of Area officers? Comments from the public by phone, through letters, and in person at the office or at public events.

### 3. NEWS MEDIA

EVALUATED	ACTION REQUIRED	CORRECTED
X		

a. Have guidelines been established to foster harmonious relations with the new media? ☒ Yes ☐ No

(1) Does the media treat the Department favorably? ☒ Yes ☐ No

(2) Are media representatives satisfied with their relationship with the Department? ☒ Yes ☐ No

(a) Has good rapport been established between Area personnel and the media? ☒ Yes ☐ No

(3) Have personnel emphasized the Strategic Plan goals when possible and applicable? ☒ Yes ☐ No

b. Have procedures been established for the routine dissemination of accident/incident information? ☒ Yes ☐ No

(1) Is "Code 20" or a similar device used for more spectacular incidents? ☒ Yes ☐ No

(a) How are other kinds of news information disseminated to the media? News information is disseminated to the media by press releases or direct interview. Press releases are completed in a timely manner.

c. Are there specially prepared and coordinated programs to handle specific traffic problems? ☒ Yes ☐ No

(1) Are multi-lingual programs emphasized? ☐ Yes ☒ No

(2) Are public affairs press releases distributed to the public in a timely manner? ☒ Yes ☐ No

(3) Is there adequate media involvement at local Area events? ☒ Yes ☐ No

d. How are releases produced by headquarters distributed? The press releases are distributed by fax or email.

(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media? ☒ Yes ☐ No

(2) Who is responsible to monitor the media for items concerning the Department? The area Public Information Officer is responsible for monitoring the media for items concerning the Department.

(a) Are significant items sent to headquarters? ☒ Yes ☐ No

(3) Are harmonious relations established and maintained with the media by the PAO? ☒ Yes ☐ No

(4) Are strategic goals emphasized at PAO/TMC activities? ☒ Yes ☐ No

### 4. SCHOOLS

EVALUATED	ACTION REQUIRED	CORRECTED
X	X	

a. Has the commander identified problems that should be resolved through the public affairs program? ☒ Yes ☐ No

(1) Who supervises the program? ☐ Yes ☐ No

(2) Is preplanning evident in the school program? ☒ Yes ☐ No

(3) Is the program designed and directed toward the solution of specific problems? ☒ Yes ☐ No

(4) Are activities discussed and planned with school administrators? ☒ Yes ☐ No

(5) Has the program been approved by the commander? ☒ Yes ☐ No

- |  |   |
|--|---|
| (6) Does the program follow departmental priorities?   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (7) Are all grade levels included?   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (8) How is the success of the program measured? The program is extremely new, with the PIO only starting his position on July 1, 2009. The PIO will work closely with schools at the start of the 2009-2010 school year. |   |
| (9) Is it successful?  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (10) Are activities coordinated in conjunction with Division recruitment efforts?  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

5. PUBLIC AFFAIRS PROGRAM	EVALUATED X	ACTION REQUIRED	CORRECTED
a. Has the commander identified problems that should be resolved through the Public Affairs Program?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Does the Public Affairs Program reach all appropriate groups within the community?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are ethnic groups' problems considered?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Are bilingual officers utilized?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Is the current Strategic Plan emphasized when and where appropriate?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
b. Does the commander keep the PAO fully briefed on current situations which may be newsworthy?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Does the PAO report directly to the commander on public affairs matters?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Does the PAO review the Strategic Plan quarterly?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed? The commander (or his designee) emphasizes the the importance of attaining the goals of Strategic Plan during training days, at briefings, and in other formal or informal settings.			
(5) Is the PAO addressing issues assigned to him/her in a timely manner?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
c. Is the commander involved in public contacts?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Is membership maintained in a service club, safety council, etc.?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Does the commander accept regular speaking engagements, or are these delegated to subordinates? Since the Area is so new to the Division, the Commander has made regular speaking engagements to introduce himself to the community and to familiarize himself with any traffic problems or concerns.			
(a) If experience is lacking, is the commander doing anything to correct this?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Are supervisors involved in the community?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) Do they make public appearances?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(b) Is training provided for those who lack experience?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) Are action steps being addressed in a timely manner?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No



---

d. Are all employees encouraged to understand and participate in public affairs programs? ☒ Yes ☐ No

---

(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department? ☒ Yes ☐ No

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(2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program? ☒ Yes ☐ No

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The Rancho Cordova Area became an area office on January 30, 2009. Since becoming an area office, the Commander has made it a priority to attend community meetings and to address general community traffic safety concerns to better serve the residents of both Sacramento and El Dorado Counties. Presentations to both Sacramento and El Dorado County Board of Supervisors have been made.

The Rancho Cordova Area's public affairs program is being implemented at this time with the Public Information Officer assuming his position on July 1, 2009. The Area's PIO, is planning on giving traffic safety presentations to members of the military, civic organizations, schools, public agencies, and private companies. The Area's PIO will work closely with the Division PIO when needed to help build strong a strong relationship with the community. One priority of the the Commander is to establish the PIO as the primary contact to schools in both counties. Safety measures in school zones are practiced by beat officers.

The Rancho Cordova Area is in the process of staffing a service desk at the El Dorado Hills Fire Department two hours a week. During these times, an officer will be available to sign off tickets, process collision reports and answer any law enforcement questions the public may have. This will allow the CHP to provide services to the residents of El Dorado Hills so they do not have to travel to Rancho Cordova.

Meetings with school superintendents have been made to address traffic and safety issues around local schools.

STATE OF CALIFORNIA  
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL  
**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Page 1 of 3

Command: <b>Oroville</b>	Division: <b>Valley</b>	Chapter: <b>8</b>
Inspected by: <b>A. Sanders #12439</b>		Date: <b>08-24-09</b>

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level <input type="checkbox"/> Executive Office Level		Total hours expended on the inspection:  6 hours	<input type="checkbox"/> Corrective Action Plan Included  <input type="checkbox"/> Attachments Included
Follow-up Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to:  Due Date:		
Chapter Inspection:			
Inspector's Comments Regarding Innovative Practices:			

Command Suggestions for Statewide Improvement:
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Inspector's Findings:
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Overall, the Oroville Area has a very favorable impression with the populous of the Butte County/Oroville area. Civic leaders including judges and county supervisors view the CHP as an asset to the area. As with all populations, there will always be a small element that is not content with any type of law enforcement presence. With this in mind, there is a minute sector of the community consisting of individuals that are not content with the CHP within the Butte County/Oroville area.

The Oroville Area has a pro-active Public Information Officer (PIO) who actively involves himself in public forums whenever possible.

The PIO also encourages Area personnel to participate in many local PIO functions.

Area personnel are aware of the Strategic Plan and support it fully.

**COMMAND INSPECTION PROGRAM**

**EXCEPTIONS DOCUMENT**

Page 2 of 3

Command: Oroville	Division: Valley	Chapter: 8
Inspected by: A. Sanders #12439		Date: 08-24-09

Commander's Response: ☒ Concur or ☐ Do Not Concur (Do Not Concur shall document basis for response)

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)

**COMMAND INSPECTION PROGRAM**

**EXCEPTIONS DOCUMENT**

Page 3 of 3

Command: Oroville	Division: Valley	Chapter: 8
Inspected by: A. Sanders #12439		Date: 08-24-09

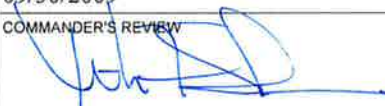
Required Action

Corrective Action Plan/Timeline

<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE 	DATE 09-21-09
	INSPECTOR'S SIGNATURE 	DATE 9-21-09
<input checked="" type="checkbox"/> Reviewer discussed this report with employee <input checked="" type="checkbox"/> Concur <input type="checkbox"/> Do not concur	REVIEWER'S SIGNATURE 	DATE 10/1/09

AREA Oroville	DIVISION Valley	NUMBER 240
EVALUATED BY A. Sanders #12439		DATE 08/24/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE 09/30/2009	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		COMMANDER'S REVIEW 	DATE 692169
BY _____		EVALUATED	ACTION REQUIRED

### 1. COMMUNITY OPINION

a. How does the community as a whole feel about the Department? The CHP Oroville Area is a positive catalyst with regards to community relations and sentiment.

(1) Do all sectors of the community have the same opinion? ☐ Yes ☒ No

b. Has good rapport been established with leaders within the community? ☒ Yes ☐ No

c. Do people believe the Department represents their best interests? ☒ Yes ☐ No

d. Does the Department have the reputation of impartially enforcing laws? ☒ Yes ☐ No

e. Do people in the community feel the Department is doing a good job? ☒ Yes ☐ No

f. How does the reputation of the Department compare with other agencies in the area? The Department is regarded as friendly and approachable, whereas other agencies are not regarded in the same preferential light.

### 2. THE OFFICER AND PUBLIC CONTACTS

EVALUATED	ACTION REQUIRED	CORRECTED
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a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? Area supervisors are actively involved in the processes of either recognizing or counseling officer(s) for public responses to their actions.

(1) What is the ratio of compliments to complaints? There are more favorable documented comments made than complaints.

(2) Does it appear officers are making successful public contacts? ☒ Yes ☐ No

(3) Is recognition given to the complimented officers? ☒ Yes ☐ No

(a) How? Positive 100 form comments and Form 2's, along with open recognition during training days and briefings.

(4) Has an effort been made to determine why some officers are more successful at positive public contacts? ☒ Yes ☐ No

(5) Are officers with patterns of complaints provided with corrective training and direction? ☒ Yes ☐ No

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers? The general opinion is that the Area officers are aggressive in their enforcement, yet respectful and fair during the contacts.

(1) What is the opinion of the public appearing at court regarding Area officers? The general perception of the public who elect to take their matter to court, is that the officers were polite and fair during the contact. Courtroom sentiment of the violators is that the officers are honest in their testimony.

(2) What, if any, other methods are utilized to determine public opinion of Area officers? The Oroville Area has a well connected and civically active PAO who is sensitive to public opinion of the CHP and relays the information to the command.

3. NEWS MEDIA	EVALUATED	ACTION REQUIRED	CORRECTED
a. Have guidelines been established to foster harmonious relations with the new media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Does the media treat the Department favorably?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are media representatives satisfied with their relationship with the Department?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) Has good rapport been established between Area personnel and the media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Have personnel emphasized the Strategic Plan goals when possible and applicable?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
b. Have procedures been established for the routine dissemination of accident/incident information?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Is "Code 20" or a similar device used for more spectacular incidents?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) How are other kinds of news information disseminated to the media? The Area uses the CHP288's for collisions of public interest. Additionally, the PAO is utilized frequently to address incidents or activities of interest to the media.			
c. Are there specially prepared and coordinated programs to handle specific traffic problems?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Are multi-lingual programs emphasized?			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
(2) Are public affairs press releases distributed to the public in a timely manner?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Is there adequate media involvement at local Area events?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
d. How are releases produced by headquarters distributed? The HQ releases are faxed to all local media stations. Additionally, follow-up telephone calls are made by the PAO to answer any questions they may have.			
(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Who is responsible to monitor the media for items concerning the Department? The Oroville Area PAO.			
(a) Are significant items sent to headquarters?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Are harmonious relations established and maintained with the media by the PAO?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are strategic goals emphasized at PAO/TMC activities?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

4. SCHOOLS	EVALUATED	ACTION REQUIRED	CORRECTED
a. Has the commander identified problems that should be resolved through the public affairs program?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Who supervises the program? AREA COMMANDER			<input type="checkbox"/> Yes <input type="checkbox"/> No
(2) Is preplanning evident in the school program?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Is the program designed and directed toward the solution of specific problems?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are activities discussed and planned with school administrators?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(5) Has the program been approved by the commander?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

(6) Does the program follow departmental priorities?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(7) Are all grade levels included?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(8) How is the success of the program measured? Success is measured by the amount of compliance received by the type of problem addressed.		
(9) Is it successful?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(10) Are activities coordinated in conjunction with Division recruitment efforts?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

5. PUBLIC AFFAIRS PROGRAM	EVALUATED	ACTION REQUIRED	CORRECTED
a. Has the commander identified problems that should be resolved through the Public Affairs Program?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(1) Does the Public Affairs Program reach all appropriate groups within the community?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(2) Are ethnic groups' problems considered?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(3) Are bilingual officers utilized?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(4) Is the current Strategic Plan emphasized when and where appropriate?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
b. Does the commander keep the PAO fully briefed on current situations which may be newsworthy?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(1) Does the PAO report directly to the commander on public affairs matters?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(3) Does the PAO review the Strategic Plan quarterly?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(4) What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed? Review of the Strategic Plan by all Area personnel combined with reinforcement and support from supervisors.			
(5) Is the PAO addressing issues assigned to him/her in a timely manner?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
c. Is the commander involved in public contacts?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(1) Is membership maintained in a service club, safety council, etc.?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(2) Does the commander accept regular speaking engagements, or are these delegated to subordinates? Yes. However, supervisors are utilized on an as needed basis to fill in when needed.			
(a) If experience is lacking, is the commander doing anything to correct this?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(3) Are supervisors involved in the community?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(a) Do they make public appearances?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(b) Is training provided for those who lack experience?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(4) Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(a) Are action steps being addressed in a timely manner?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

**AREA MANAGEMENT EVALUATION**

**PUBLIC REACTION**

P 453H (Rev. 5-06) OPI 009

d. Are all employees encouraged to understand and participate in public affairs programs?

☒ Yes ☐ No

(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?

☒ Yes ☐ No

(2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?

☒ Yes ☐ No



**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Command: North Sacramento	Division: Valley	Chapter: 8
Inspected by: Lt. D. A. Pierce, #13333		Date: 10/9/2009

Page 1 of 2

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level <input type="checkbox"/> Executive Office Level		Total hours expended on the inspection:  7	<input type="checkbox"/> Corrective Action Plan Included  <input type="checkbox"/> Attachments Included
Follow-up Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to: Valley Division  Due Date: 10/15/2009		
Chapter Inspection: HPG 22.1, Chapter 8, Public Reaction			
Inspector's Comments Regarding Innovative Practices:			

Command Suggestions for Statewide Improvement:

Inspector's Findings:

The North Sacramento Area has an exceptionally active and engaged public awareness program. The Area's Public Information Officer (PIO), Ofcr. Lizz Dutton, and Problem Oriented Policing (POP) Team, led by Sgt. Mike Dimino, maintain regular interaction and involvement with the communities within the North Sacramento geographic area. No corrections are necessary to the Area's program.

Commander's Response: ☒ Concur or ☐ Do Not Concur (Do Not Concur shall document basis for response)

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)

**COMMAND INSPECTION PROGRAM**

**EXCEPTIONS DOCUMENT**

Command: North Sacramento	Division: Valley	Chapter: 8
Inspected by: Lt. D. A. Pierce, #13333		Date: 10/9/2009

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Required Action: None

Corrective Action Plan/Timeline: None

<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE 	DATE 10/15/09
	INSPECTOR'S SIGNATURE Lt. D. A. Pierce	DATE 10/15/09
<input type="checkbox"/> Reviewer discussed this report with employee <input checked="" type="checkbox"/> Concur <input type="checkbox"/> Do not concur	REVIEWER'S SIGNATURE 	DATE 10/24/09

AREA North Sacramento	DIVISION Valley	NUMBER 250
EVALUATED BY Lt. Deborah Pierce		DATE 10/09/2009

**INSTRUCTIONS:** Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		COMMANDER'S REVIEW 	DATE 10-15-09
BY _____		EVALUATED October 8, 2009	ACTION REQUIRED No
1. COMMUNITY OPINION		CORRECTED	

a. How does the community as a whole feel about the Department? The community in our Area is very positive about the CHP, due in part to our proactive Problem Oriented Policing (POP) program. Please see Continuation Sheet.

(1) Do all sectors of the community have the same opinion? ☒ Yes ☐ No

b. Has good rapport been established with leaders within the community? ☒ Yes ☐ No

c. Do people believe the Department represents their best interests? ☒ Yes ☐ No

d. Does the Department have the reputation of impartially enforcing laws? ☒ Yes ☐ No

e. Do people in the community feel the Department is doing a good job? ☒ Yes ☐ No

f. How does the reputation of the Department compare with other agencies in the area? Very favorably as indicated by comments from the public at community meetings about the CHP as well as local media coverage regarding other agencies.

2. THE OFFICER AND PUBLIC CONTACTS	EVALUATED October 9, 2009	ACTION REQUIRED No	CORRECTED
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a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? Please see Continuation Sheet.

(1) What is the ratio of compliments to complaints? Approximately 6.5 to 1.

(2) Does it appear officers are making successful public contacts? ☒ Yes ☐ No

(3) Is recognition given to the complimented officers? ☒ Yes ☐ No

(a) How? Please see Continuation Sheet.

(4) Has an effort been made to determine why some officers are more successful at positive public contacts? ☒ Yes ☐ No

(5) Are officers with patterns of complaints provided with corrective training and direction? ☒ Yes ☐ No

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers? Please see Continuation Sheet.

(1) What is the opinion of the public appearing at court regarding Area officers? Please see Continuation Sheet.

STATE OF CALIFORNIA  
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**AREA MANAGEMENT EVALUATION**  
**PUBLIC REACTION**  
CHP 453H (Rev. 5-06) OPI 009

(2) What, if any, other methods are utilized to determine public opinion of Area officers? Please see Continuation Sheet.

3. NEWS MEDIA	EVALUATED October 9, 2009	ACTION REQUIRED No	CORRECTED
a. Have guidelines been established to foster harmonious relations with the new media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Does the media treat the Department favorably?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are media representatives satisfied with their relationship with the Department?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) Has good rapport been established between Area personnel and the media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Have personnel emphasized the Strategic Plan goals when possible and applicable?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
b. Have procedures been established for the routine dissemination of accident/incident information?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Is "Code 20" or a similar device used for more spectacular incidents?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) How are other kinds of news information disseminated to the media? Through press releases, appearances at community meetings such as Chamber of Commerce and neighborhood groups, etc. Please see Continuation Sheet for further details.			
c. Are there specially prepared and coordinated programs to handle specific traffic problems?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Are multi-lingual programs emphasized?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are public affairs press releases distributed to the public in a timely manner?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Is there adequate media involvement at local Area events?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
d. How are releases produced by headquarters distributed? Once received from Valley Division, the Area PIO reformats into an Area press release so that she may be contacted with any questions.			
(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Who is responsible to monitor the media for items concerning the Department? All managers generally and the Area PIO specifically.			
(a) Are significant items sent to headquarters?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Are harmonious relations established and maintained with the media by the PAO?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are strategic goals emphasized at PAO/TMC activities?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. SCHOOLS	EVALUATED October 12, 2009	ACTION REQUIRED No	CORRECTED
a. Has the commander identified problems that should be resolved through the public affairs program?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Who supervises the program?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(2) Is preplanning evident in the school program?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Is the program designed and directed toward the solution of specific problems?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are activities discussed and planned with school administrators?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(5) Has the program been approved by the commander?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

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## AREA MANAGEMENT EVALUATION

### PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

(6) Does the program follow departmental priorities?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(7) Are all grade levels included?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(8) How is the success of the program measured? Through feedback from the parents and the participants.		
(9) Is it successful?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(10) Are activities coordinated in conjunction with Division recruitment efforts?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

#### 5. PUBLIC AFFAIRS PROGRAM

EVALUATED October 9, 2009	ACTION REQUIRED No	CORRECTED
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a. Has the commander identified problems that should be resolved through the Public Affairs Program?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
(1) Does the Public Affairs Program reach all appropriate groups within the community?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Are ethnic groups' problems considered?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Are bilingual officers utilized?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Is the current Strategic Plan emphasized when and where appropriate?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
b. Does the commander keep the PAO fully briefed on current situations which may be newsworthy?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Does the PAO report directly to the commander on public affairs matters?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Does the PAO review the Strategic Plan quarterly?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed? He works with the PIO to ensure inclusion of the Strategic Plan goals in her programs.		
(5) Is the PAO addressing issues assigned to him/her in a timely manner?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
c. Is the commander involved in public contacts?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Is membership maintained in a service club, safety council, etc.?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
(2) Does the commander accept regular speaking engagements, or are these delegated to subordinates? Since arriving at Area in July, he has spoken at 5 public events and has met with Sacramento County Supervisor Peters.		
(a) If experience is lacking, is the commander doing anything to correct this?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Are supervisors involved in the community?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Do they make public appearances?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(b) Is training provided for those who lack experience?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Are action steps being addressed in a timely manner?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

Destroy Previous Editions

**AREA MANAGEMENT EVALUATION****PUBLIC REACTION**

CHP 453H (Rev. 5-06) OPI 009

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d. Are all employees encouraged to understand and participate in public affairs programs?

☒ Yes ☐ No

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(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?

☒ Yes ☐ No

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(2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?

☒ Yes ☐ No

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North Sacramento Area 2009

**Section 1**

1.a. The community is very positive toward the Department. Area personnel regularly attend various community meetings and interact with the public. Thanks are often expressed regarding the Area's swift response to traffic issues brought forth.

1.b. Most of the local community leaders know our Problem Oriented Policing (POP) Sergeant and many of our POP officers on a first-name basis. Relationships have been developed between the Area and the various communities we serve.

1.f. The Department fares better than most agencies in our metro area; recently, the Sacramento Police Department and the Sacramento Sheriff's Department have been targets of enhanced media scrutiny.

**Section 2**

2.a. When a positive comment is received, the employee's immediate supervisor puts a favorable comment on his or her 100 Form. If a negative comment is received, the contact is logged onto an Excel spreadsheet. The supervisor makes initial contact with the reporting party. If a traffic complaint is the issue, officers are sent to the affected area to make direct contact with the party and take action regarding the issue. If a personnel complaint, the complaint is logged and handled as any citizen's complaint would be. Regardless of the type of complaint, the supervisor also makes closing contact with the party to ensure resolution.

2.a.(1) The overwhelming majority of verbal complaints involve traffic issues; the ratio for these is approximately 1:1. For personnel issues, the ratio is approximately 6.5 positive to 1 negative.

2.a.(3)(a) In addition to the 100 form comments mentioned above, any written compliments are placed directly into the officer's file. Also, officers who excel are nominated for MADD, Rotary, Elks, etc. Officer of the Year awards.

2.a.(4) The employees at North Sacramento Area understand how important it is to maintain good relations with the public. This message is reinforced at training days and by example from management and supervisors.

2.b. Most of the public is complimentary and supportive of Area officers.

2.b.(1) While the public is not always in favor of their court outcome, they don't seem to have complaints about the officers themselves.

Continuation Sheet for CHP 453H, Chapter 8, Public Reaction

North Sacramento Area 2009

2.b.(2) The Area Commander and POP personnel seek out the public at community meetings and speak with them regarding their interactions and experiences with CHP personnel.

Section 3

3.a.(1) In most instances, yes.

3.a.(2)(a) Media representatives from all local television stations, many local radio stations, and the principal print media are on a first-name basis with several Area personnel and have the personal cell phone number for the Area PIO, Ofcr. Lizz Dutton.

3.b.(1) While "Code 20" is not specifically used, the Area PIO promptly distributes press releases and responds to large incidents. As previously mentioned, all major media outlets have access to her personal cell phone number for 24/7 contact.

3.b.(1)(a) Press releases, public safety booths, announcements concerning upcoming events such as Start Smart and Right Turn programs, and interviews with the Area PIO when requested are all ways in which news is disseminated.

3.c. Locally-targeted task forces traffic enforcement task forces and focused POP program attention are used to address specific traffic problems.

3.c.(1) The Area's alternate PIO, Ofcr. Todd Van Lindt, and Ofcr. Harold Garcia are bilingual Spanish speakers; they do interviews and ridealongs with Spanish-language media outlets such as Univision. Additionally, Ofcr. Dutton provides media information to Afisha, a local Russian-language newspaper; the information is translated into Russian and published.

3.d. Headquarters forwards the releases to Valley Division, who then forwards them to Ofcr. Dutton. When she receives them, she reformats the information into an Area press release so that if there are any questions about the information, the media may contact Ofcr. Dutton.

3.d.(2) All managers routinely monitor the local media, but Ofcr. Dutton has the responsibility to scrutinize it. She has also set up her computer for "Google Alerts" when an item involving the Department hits the Internet.

3.d.(2)(a) As the Area is in close proximity to Headquarters (Sacramento), they have the same media information; forwarding local items is unnecessary. If something of consequence appears on the Internet through another media source, it is forwarded to Division and Headquarters.



North Sacramento Area 2009

**Section 4**

4.a. The Area has a very active schools program, including regular "Every 15 Minutes," "Right Turn," and "Start Smart" presentations. Additionally, the rollover simulator is often deployed at student functions along with safety awareness booths. Also, the Area PIO makes safety presentations at driver's education classes.

4.a.(1) The Area PIO supervises the program with oversight from the Area Commander.

4.a.(3) Specific problems targeted by the Area's programs include teen driving under the influence, peer pressure leading to unsafe driving, and seat belt usage among teenage drivers.

4.a.(7) Children in grades K-6 receive lessons in bicyclist safety; children in grades 6-8 are participants in Right Turn programs, and students generally between the ages of 15-20 involved in the Every 15 Minutes programs. All levels also receive safety presentations at various school and other public functions.

4.a.(8) The programs are very successful as measured by the large number of positive comments from parents and from the students themselves.

**Section 5**

5.a.(1) The Area's public information program reaches all major groups, including the Hispanic and Russian communities.

5.a.(3) Whenever they are available.

5.b.(4) The goals of the Strategic Plan are nearly always incorporated into PIO information and presentations.

5.c.(1) While the Area Commander isn't an actual member of organizations, he does attend their meetings.

5.c.(2) The Area Commander, Captain McGagin, has been in command at North Sacramento since July 1, 2009. Since that time, he has spoken at four "National Night Out" meetings as well as several neighborhood community group meetings.

5.c.(3) Captain McGagin and POP Supervisor Dimino often attend community events.

Continuation Sheet for CHP 453H, Chapter 8, Public Reaction

North Sacramento Area 2009

5.d. In addition to the PIO, Area employees regularly participate in the Area's "Every 15 Minutes," "Start Smart," and "Right Turn" programs. They also assist with Valley Division's public safety and information booth at the State Fair as well as at Sacramento Monarchs and Kings professional basketball games.

5.d.(1) They receive Commendable Form 2s, positive 100 Form comments, and the verbal support and thanks from the Area Commander. Additionally, employees are nominated for various community awards presented by groups such as MADD and neighborhood associations.

## COMMAND INSPECTION PROGRAM

### EXCEPTIONS DOCUMENT

Command: <b>Grass Valley</b>	Division: <b>Valley</b>	<b>Chapter 8</b>
Inspected by: <b>Sgt. D. Lavrador, #12474</b>		Date: <b>09/23/2009</b>

Page 1 of 2

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level <input type="checkbox"/> Executive Office Level		Total hours expended on the inspection: <div style="text-align: center;">4</div>	<input type="checkbox"/> Corrective Action Plan Included <input checked="" type="checkbox"/> Attachments Included
Follow-up Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to: Valley Division Due Date: 10/15/2009		
Chapter Inspection:			
Inspector's Comments Regarding Innovative Practices:			

Command Suggestions for Statewide Improvement:

Inspector's Findings:

The Area continues to retain a positive relationship with the community.

Commander's Response: ☐ Concur or ☐ Do Not Concur (Do Not Concur shall document basis for response)

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)

# COMMAND INSPECTION PROGRAM

## EXCEPTIONS DOCUMENT

Page 2 of 2

Command: Grass Valley	Division: Valley	Chapter 8
Inspected by: Sgt. D. Lavrador, #12474		Date: 09/23/2009

Required Action
Corrective Action Plan/Timeline

<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE 	DATE 9/23/09
	INSPECTOR'S SIGNATURE 	DATE 9/23/09
<input type="checkbox"/> Reviewer discussed this report with employee	REVIEWER'S SIGNATURE 	DATE 10/5/09
<input checked="" type="checkbox"/> Concur <input type="checkbox"/> Do not concur		

AREA Grass Valley-230	DIVISION Valley Division	NUMBER 230
EVALUATED BY Sgt. D. Lavrador		DATE 9/15/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE 10/01/2009			
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Correction Report BY _____	COMMANDER'S REVIEW <i>C. W. Johnson</i> DATE 9/29/09			
<b>1. COMMUNITY OPINION</b>		<table border="1"> <tr> <td>EVALUATED Yes</td> <td>ACTION REQUIRED No</td> <td>CORRECTED</td> </tr> </table>	EVALUATED Yes	ACTION REQUIRED No	CORRECTED
EVALUATED Yes	ACTION REQUIRED No	CORRECTED			

a. How does the community as a whole feel about the Department? The community as a whole is very supportive of the Department.

- |  |   |
|--|---|
| (1) Do all sectors of the community have the same opinion?   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| b. Has good rapport been established with leaders within the community?                                | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| c. Do people believe the Department represents their best interests?                                   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| d. Does the Department have the reputation of impartially enforcing laws?                              | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| e. Do people in the community feel the Department is doing a good job?                                 | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| f. How does the reputation of the Department compare with other agencies in the area? Refer to page 4. |   |

**2. THE OFFICER AND PUBLIC CONTACTS**

EVALUATED Yes	ACTION REQUIRED No	CORRECTED
------------------	-----------------------	-----------

a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? Refer to page 4.

(1) What is the ratio of compliments to complaints? Area receives more compliments than complaints (approx. 25 to 1)

- |  |   |
|--|---|
| (2) Does it appear officers are making successful public contacts? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (3) Is recognition given to the complimented officers?             | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

(a) How? Positive comments are made on officers monthly evaluations, CHP 2 commendations are issued.

- |   |   |
|---|---|
| (4) Has an effort been made to determine why some officers are more successful at positive public contacts? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (5) Are officers with patterns of complaints provided with corrective training and direction?               | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers? Overall, very positive. Frequently people at the front counter are very complimentary of the officers conduct even though they received a citation.

(1) What is the opinion of the public appearing at court regarding Area officers? Obviously, if people are in court to contest the citation they probably do not agree with the officers opinion as to the circumstances regarding their citation. Over the years, the Area has rarely received a complaint from a citizen regarding courtroom conduct or testimony.

(2) What, if any, other methods are utilized to determine public opinion of Area officers? The local newspaper and radio station is monitored daily for public comments or concerns.

3. NEWS MEDIA	EVALUATED Yes	ACTION REQUIRED No	CORRECTED
a. Have guidelines been established to foster harmonious relations with the new media?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(1) Does the media treat the Department favorably?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(2) Are media representatives satisfied with their relationship with the Department?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(a) Has good rapport been established between Area personnel and the media?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(3) Have personnel emphasized the Strategic Plan goals when possible and applicable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
b. Have procedures been established for the routine dissemination of accident/incident information?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(1) Is "Code 20" or a similar device used for more spectacular incidents?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(a) How are other kinds of news information disseminated to the media? Local radio station representative comes to the office each morning to talk with the PIO and discuss previous days activity. The newspaper calls daily.			
c. Are there specially prepared and coordinated programs to handle specific traffic problems?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(1) Are multi-lingual programs emphasized?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Yes No
(2) Are public affairs press releases distributed to the public in a timely manner?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(3) Is there adequate media involvement at local Area events?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
d. How are releases produced by headquarters distributed? When appropriate, Area faxes authorized press releases to media outlets. The number residents that are non-english speaking have been reduced over the past years.			
(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(2) Who is responsible to monitor the media for items concerning the Department? The Area Commander, Sergeants and PIO consistently keep in contact with the media and addresses any and all concerns.			
(a) Are significant items sent to headquarters?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(3) Are harmonious relations established and maintained with the media by the PAO?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(4) Are strategic goals emphasized at PAO/TMC activities?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No

4. SCHOOLS	EVALUATED Yes	ACTION REQUIRED No	CORRECTED
a. Has the commander identified problems that should be resolved through the public affairs program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(1) Who supervises the program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(2) Is preplanning evident in the school program?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(3) Is the program designed and directed toward the solution of specific problems?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(4) Are activities discussed and planned with school administrators?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No
(5) Has the program been approved by the commander?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Yes No

STATE OF CALIFORNIA  
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL  
**AREA MANAGEMENT EVALUATION**  
**PUBLIC REACTION**

HP 453H (Rev. 5-06) OPI 009

(6) Does the program follow departmental priorities?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(7) Are all grade levels included?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(8) How is the success of the program measured? The Area Commander and Sergeants meet with school administrators though out the area frequently.	
(9) Is it successful?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(10) Are activities coordinated in conjunction with Division recruitment efforts?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

5. PUBLIC AFFAIRS PROGRAM	EVALUATED Yes	ACTION REQUIRED No	CORRECTED
a. Has the commander identified problems that should be resolved through the Public Affairs Program?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(1) Does the Public Affairs Program reach all appropriate groups within the community?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(2) Are ethnic groups' problems considered?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(3) Are bilingual officers utilized?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(4) Is the current Strategic Plan emphasized when and where appropriate?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
b. Does the commander keep the PAO fully briefed on current situations which may be newsworthy?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(1) Does the PAO report directly to the commander on public affairs matters?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(3) Does the PAO review the Strategic Plan quarterly?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(4) What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed? The Area Commander, Sergeants and officers frequently discuss new strategies and implement them when necessary to address a specific goals.			
(5) Is the PAO addressing issues assigned to him/her in a timely manner?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
c. Is the commander involved in public contacts?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(1) Is membership maintained in a service club, safety council, etc.?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(2) Does the commander accept regular speaking engagements, or are these delegated to subordinates? The Area Commander attends numerous county functions. In his absence, the sergeants attend the functions.			
(a) If experience is lacking, is the commander doing anything to correct this?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(3) Are supervisors involved in the community?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(a) Do they make public appearances?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(b) Is training provided for those who lack experience?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(4) Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	
(a) Are action steps being addressed in a timely manner?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	

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d. Are all employees encouraged to understand and participate in public affairs programs?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
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(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
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(2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
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Community Opinion: (f):

The CHP has an excellent reputation in the community. The Sheriff's Office does not enjoy the same reputation. Often times people call the CHP with their concerns and complain that the Sheriff's Office is refusing to act or handle their complaints. Both the Grass Valley Police Department and the Nevada City Police Department appear to have a good reputation.

Officer and Public Contacts:

The Area has implemented a traffic complaint system. The public contacts the Area and voices their concerns. A written traffic complaint is completed and sent to the field. The beat officer responds to the neighborhoods and makes personal contact with the complainants. The officer identifies the problems and takes immediate action. The Area also has a senior volunteer program. The volunteers respond to locations and deploy the radar trailer in areas of concerns. Further, the Area Commander and Sergeants frequently attend town hall meetings, Board of Supervisor meetings, meet with members of local schools, run a booth at the annual fair and attend many other meetings not listed.



**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Page 1 of 2

Command: <b>Gold Run</b>	Division: <b>Valley</b>	Chapter: <b>3</b>
Inspected by: <b>Officer M. D. Pugh</b>		Date: <b>10/07/2009</b>

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level <input type="checkbox"/> Executive Office Level		Total hours expended on the inspection: 8	<input type="checkbox"/> Corrective Action Plan Included <input type="checkbox"/> Attachments Included
Follow-up Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to: Valley Division Due Date: 10/15/2009		
Chapter Inspection: Public Reaction			
Inspector's Comments Regarding Innovative Practices:			

The public affairs program in the Gold Run Area involves the entire squad. Area personnel have ties to the community and schools in the region and often times speak at events. Routinely throughout the year, the Area Public Information Officer (PIO) prepares a press release specifically for the highways within the Gold Run Area and contacts the press ensuring the release has been received. Area personnel also provide "live" updates regarding weather and road conditions to the local, Bay area and Reno media. Further, neighborhood traffic watch signs have been made and will be placed within Gold Run Area communities. Gold Run Area will be the point contact for traffic complaints.

Command Suggestions for Statewide Improvement:

Although Areas should have one PIO, the entire squad should participate in the public affairs program. As long as the message is consistent and the PIO and/or commander are informed, the additional resources would augment communications involving the community. It is imperative that commanders keep the PIO fully briefed on current situations. Also, involving the PIO in the Strategic Plan process enables the message to be more effective conveying it to the public. Public cooperation of the "buy in" is critical to departmental success.

Inspector's Findings:

Gold Run Area's public affairs program is administered efficiently in a proactive manner. Frequent communication between the commander, the PIO, sergeants and officers maintains program consistency, innovation and effectiveness.

Commander's Response: ☒ Concur or ☐ Do Not Concur (Do Not Concur shall document basis for response)

**COMMAND INSPECTION PROGRAM**

**EXCEPTIONS DOCUMENT**

Page 2 of 2

Command: <b>Gold Run</b>	Division: <b>Valley</b>	Chapter: <b>8</b>
Inspected by: <b>Officer M. D. Pugh</b>		Date: <b>10/07/2009</b>

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)

None.

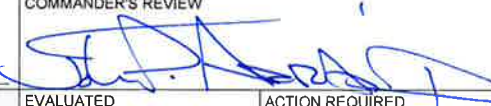
Required Action

Corrective Action Plan/Timeline

<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE 	DATE <b>10/8/09</b>
	INSPECTOR'S SIGNATURE 	DATE <b>10/7/09</b>
<input type="checkbox"/> Reviewer discussed this report with employee	REVIEWER'S SIGNATURE 	DATE <b>10/12/09</b>
<input type="checkbox"/> Concur <input type="checkbox"/> Do not concur		<b>10/8/09</b>

AREA Gold Run	DIVISION Valley	NUMBER 221
EVALUATED BY Officer M. D. Pugh		DATE 10/07/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE 10/12/2009
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Correction Report BY _____	COMMANDER'S REVIEW  DATE 10/07/2009
<b>1. COMMUNITY OPINION</b>		EVALUATED X
		ACTION REQUIRED None
		CORRECTED

a. How does the community as a whole feel about the Department? The Gold Run Area participates in many functions of the community. Members of the Gold Run Area are seen in a positive light by the community.

(1) Do all sectors of the community have the same opinion? ☒ Yes ☐ No

b. Has good rapport been established with leaders within the community? ☒ Yes ☐ No

c. Do people believe the Department represents their best interests? ☒ Yes ☐ No

d. Does the Department have the reputation of impartially enforcing laws? ☒ Yes ☐ No

e. Do people in the community feel the Department is doing a good job? ☒ Yes ☐ No

f. How does the reputation of the Department compare with other agencies in the area? Law enforcement in general is seen as a positive influence in the community and the CHP is recognized as the premier agency in the region.

<b>2. THE OFFICER AND PUBLIC CONTACTS</b>	EVALUATED X	ACTION REQUIRED None	CORRECTED
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a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? Sergeants discuss positive issues during briefings and address negative comments on an individual basis.

(1) What is the ratio of compliments to complaints? Favorable compliments far outweigh complaints.

(2) Does it appear officers are making successful public contacts? ☒ Yes ☐ No

(3) Is recognition given to the complimented officers? ☒ Yes ☐ No

(a) How? 100 form comments, commendable form 2's and commander's commendations.

(4) Has an effort been made to determine why some officers are more successful at positive public contacts? ☒ Yes ☐ No

(5) Are officers with patterns of complaints provided with corrective training and direction? ☒ Yes ☐ No

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers? The public is greeted by the officer when he/she enters the front door. The public is instructed how to handle the citation to its conclusion with the court and if necessary an officer will contact the court on the public's behalf to ensure the proper information is obtained.

(1) What is the opinion of the public appearing at court regarding Area officers? Gold Run Area officers appear in court exhibiting a positive and professional demeanor. Their testimony is direct and to the point and regardless of the outcome of the court case, officers leave the courthouse with the public's opinion remaining high.

STATE OF CALIFORNIA  
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL  
**AREA MANAGEMENT EVALUATION**  
**PUBLIC REACTION**

7 453H (Rev. 5-06) OPI 009

(2) What, if any, other methods are utilized to determine public opinion of Area officers? Officers make themselves available at local coffee shops and gas stations for the public and answer questions on a regular basis.

3. NEWS MEDIA	EVALUATED X	ACTION REQUIRED None	CORRECTED
a. Have guidelines been established to foster harmonious relations with the new media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Does the media treat the Department favorably?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are media representatives satisfied with their relationship with the Department?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) Has good rapport been established between Area personnel and the media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Have personnel emphasized the Strategic Plan goals when possible and applicable?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
b. Have procedures been established for the routine dissemination of accident/incident information?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Is "Code 20" or a similar device used for more spectacular incidents?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) How are other kinds of news information disseminated to the media? The Area Public Information Officer (PIO) has a good working relationship with local media and when events warrant notification, it is done in a timely manner.			
c. Are there specially prepared and coordinated programs to handle specific traffic problems?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Are multi-lingual programs emphasized?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are public affairs press releases distributed to the public in a timely manner?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Is there adequate media involvement at local Area events?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
d. How are releases produced by headquarters distributed? If the press release affects the Area directly, the PIO contacts the press personally. Statewide press releases are faxed to the news outlets with information on how to contact the PIO if further follow up is needed.			
(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Who is responsible to monitor the media for items concerning the Department? The commander and the PIO.			
(a) Are significant items sent to headquarters?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Are harmonious relations established and maintained with the media by the PAO?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are strategic goals emphasized at PAO/TMC activities?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

4. SCHOOLS	EVALUATED X	ACTION REQUIRED	CORRECTED
a. Has the commander identified problems that should be resolved through the public affairs program?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Who supervises the program?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Is preplanning evident in the school program?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Is the program designed and directed toward the solution of specific problems?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are activities discussed and planned with school administrators?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(5) Has the program been approved by the commander?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

STATE OF CALIFORNIA  
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL  
**AREA MANAGEMENT EVALUATION**  
**PUBLIC REACTION**

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- (6) Does the program follow departmental priorities? ☒ Yes ☐ No
- (7) Are all grade levels included? ☒ Yes ☐ No
- (8) How is the success of the program measured? It's measured by the feedback received by the school's administration, teachers and students.
- (9) Is it successful? ☒ Yes ☐ No
- (10) Are activities coordinated in conjunction with Division recruitment efforts? ☒ Yes ☐ No

**5. PUBLIC AFFAIRS PROGRAM**

EVALUATED

X

ACTION REQUIRED

CORRECTED

- a. Has the commander identified problems that should be resolved through the Public Affairs Program? ☒ Yes ☐ No
- (1) Does the Public Affairs Program reach all appropriate groups within the community? ☒ Yes ☐ No
- (2) Are ethnic groups' problems considered? ☒ Yes ☐ No
- (3) Are bilingual officers utilized? ☒ Yes ☐ No
- (4) Is the current Strategic Plan emphasized when and where appropriate? ☒ Yes ☐ No
- b. Does the commander keep the PAO fully briefed on current situations which may be newsworthy? ☒ Yes ☐ No
- (1) Does the PAO report directly to the commander on public affairs matters? ☒ Yes ☐ No
- (2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns? ☒ Yes ☐ No
- (3) Does the PAO review the Strategic Plan quarterly? ☒ Yes ☐ No
- (4) What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed? During training days and briefings, the commander stresses the importance to all employees participating in reaching the Area's goals. Round table discussions involving all personnel on how to more effectively address Strategic Plan goals.
- (5) Is the PAO addressing issues assigned to him/her in a timely manner? ☒ Yes ☐ No
- c. Is the commander involved in public contacts? ☒ Yes ☐ No
- (1) Is membership maintained in a service club, safety council, etc.? ☒ Yes ☐ No
- (2) Does the commander accept regular speaking engagements, or are these delegated to subordinates? The commander addresses many civic groups within the Gold Run community as well as the PIO and other officers.
- (a) If experience is lacking, is the commander doing anything to correct this? ☒ Yes ☐ No
- (3) Are supervisors involved in the community? ☒ Yes ☐ No
- (a) Do they make public appearances? ☒ Yes ☐ No
- (b) Is training provided for those who lack experience? ☒ Yes ☐ No
- (4) Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them? ☒ Yes ☐ No
- (a) Are action steps being addressed in a timely manner? ☒ Yes ☐ No

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**AREA MANAGEMENT EVALUATION**

**PUBLIC REACTION**

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d. Are all employees encouraged to understand and participate in public affairs programs?

☒ Yes ☐ No

(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?

☒ Yes ☐ No

(2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?

☒ Yes ☐ No

**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Page 1 of 3

Command: <b>Donner Pass</b>	Div <b>Valley</b>	Chapter: <b>8</b>
Inspected by: <b>R.C. Fisher</b>		Date: <b>09/01/2009</b>

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level   x   Command Level  <input type="checkbox"/> Executive Office Level		Total hours expended on the inspection: 3 Hours Inspection 2 Hours Documentation	<input type="checkbox"/> Corrective Action Plan Included  x Attachments Included
Follow-up Required:  <input type="checkbox"/> Yes      x No	Forward to:  Due Date:		

Chapter Inspection: Chapter 8 Public Reaction

**Inspector's Comments Regarding Innovative Practices:**

The Area annually conducts A Trucker Appreciation Day which involves interaction with the community and the local trucking industry. This event is an extremely positive event that reflects well on the Department.

**Command Suggestions for Statewide Improvement:**

None.

**Inspector's Findings:**

In addition to the above mentioned Trucker Appreciation Day, a representative from the Facility attends a monthly safety meeting with the Landstar Trucking Company, sharing and receiving the latest information pertinent to the trucking industry.

**Commander's Response:** x Concur or ☐ Do Not Concur (Do Not Concur shall document basis for response)

Concur.

**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Page 2 of 3

Command: Donner Pass	Div Valley	Chapter: 8
Inspected by: R.C. Fisher		Date: 09/01/2009

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)



**COMMAND INSPECTION PROGRAM**

**EXCEPTIONS DOCUMENT**

Page 3 of 3

Command: <b>Donner Pass</b>	Div <b>Valley</b>	Chapter: <b>8</b>
Inspected by: <b>R.C. Fisher</b>		Date: <b>09/01/2009</b>

Required Action

Corrective Action Plan/Timeline

<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE 	DATE 09/22/09
	INSPECTOR'S SIGNATURE 	DATE 09/22/09
<input checked="" type="checkbox"/> Reviewer discussed this report with employee <input checked="" type="checkbox"/> Concur <input type="checkbox"/> Do not concur	REVIEWER'S SIGNATURE  FOR G. BREWER	DATE 10/01/09

AREA 223	DIVISION Valley	NUMBER 223-09-003
EVALUATED BY Sergeant R.C. Fisher 11980		DATE 09/01/2009

**INSTRUCTIONS:** Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		COMMANDER'S REVIEW  Lt.	DATE 9/21/09
BY _____		EVALUATED Yes	ACTION REQUIRED No
<b>1. COMMUNITY OPINION</b>		CORRECTED	

a. How does the community as a whole feel about the Department? As a whole, the surrounding community has a positive imagine of the Department and its personnel.

(1) Do all sectors of the community have the same opinion? ☒ Yes ☐ No

b. Has good rapport been established with leaders within the community? ☒ Yes ☐ No

c. Do people believe the Department represents their best interests? ☒ Yes ☐ No

d. Does the Department have the reputation of impartially enforcing laws? ☒ Yes ☐ No

e. Do people in the community feel the Department is doing a good job? ☒ Yes ☐ No

f. How does the reputation of the Department compare with other agencies in the area? The CHP is held in a higher esteem than the local allied agencies by the local community.

<b>2. THE OFFICER AND PUBLIC CONTACTS</b>	EVALUATED Yes	ACTION REQUIRED No	CORRECTED
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a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? Supervisor contact by telephone, letters of response, meeting with the motorists and the CHP's complaint process are utilized.

(1) What is the ratio of compliments to complaints? An exact ratio is not determinable but positive input far outweighs negative input.

(2) Does it appear officers are making successful public contacts? ☒ Yes ☐ No

(3) Is recognition given to the complimented officers? ☒ Yes ☐ No

(a) How? Letters placed into personnel files, 100 form comments, Commendable Form 2, Commendations.

(4) Has an effort been made to determine why some officers are more successful at positive public contacts? ☒ Yes ☐ No

(5) Are officers with patterns of complaints provided with corrective training and direction? ☒ Yes ☐ No

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers? The public very seldom expresses displeasure with the enforcement contact with the officer which resulted in a citation being issued. More times than not, the public states the officers are polite and the equipment violation citation was warranted.

(1) What is the opinion of the public appearing at court regarding Area officers? Most of the public appearing before the court on traffic matters, dispute the citation and relate the officer was polite and courteous. Clearly, there is the minority of the public which receive citations who feel the citations are unjust and the officer was rude and discourteous, solely for the citation being issued.

(2) What, if any, other methods are utilized to determine public opinion of Area officers? Local social events, neighbors, friends and relatives.

3. NEWS MEDIA	EVALUATED	ACTION REQUIRED	CORRECTED
	Yes	No	
a. Have guidelines been established to foster harmonious relations with the new media?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Does the media treat the Department favorably?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are media representatives satisfied with their relationship with the Department?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) Has good rapport been established between Area personnel and the media?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Have personnel emphasized the Strategic Plan goals when possible and applicable?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
b. Have procedures been established for the routine dissemination of accident/incident information?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Is "Code 20" or a similar device used for more spectacular incidents?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) How are other kinds of news information disseminated to the media? The public has access to the CAD System, PIO disseminating information through normal channels. Information is also disseminated by supervisors when necessary.			
c. Are there specially prepared and coordinated programs to handle specific traffic problems?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Are multi-lingual programs emphasized?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are public affairs press releases distributed to the public in a timely manner?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Is there adequate media involvement at local Area events?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
d. How are releases produced by headquarters distributed? The information is faxed by the PIO to all local and Reno NV. television and newspaper outlets.			
(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Who is responsible to monitor the media for items concerning the Department? The commander, Facility supervisors and the PIO. All news releases are reviewed and approved prior to dissemination.			
(a) Are significant items sent to headquarters?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Are harmonious relations established and maintained with the media by the PAO?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are strategic goals emphasized at PAO/TMC activities?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

4. SCHOOLS	EVALUATED	ACTION REQUIRED	CORRECTED
	No	No	
a. Has the commander identified problems that should be resolved through the public affairs program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
(1) Who supervises the program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
(2) Is preplanning evident in the school program?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
(3) Is the program designed and directed toward the solution of specific problems?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
(4) Are activities discussed and planned with school administrators?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
(5) Has the program been approved by the commander?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

## AREA MANAGEMENT EVALUATION

### PUBLIC REACTION

HP 453H (Rev. 5-06) OPI 009

(6) Does the program follow departmental priorities? ☐ Yes ☒ No

(7) Are all grade levels included? ☐ Yes ☒ No

(8) How is the success of the program measured? As an inspection facility, we don't participate in this program.

(9) Is it successful? ☐ Yes ☒ No

(10) Are activities coordinated in conjunction with Division recruitment efforts? ☐ Yes ☒ No

### 5. PUBLIC AFFAIRS PROGRAM

EVALUATED  
Yes

ACTION REQUIRED  
No

CORRECTED

a. Has the commander identified problems that should be resolved through the Public Affairs Program? ☒ Yes ☐ No

(1) Does the Public Affairs Program reach all appropriate groups within the community? ☒ Yes ☐ No

(2) Are ethnic groups' problems considered? ☒ Yes ☐ No

(3) Are bilingual officers utilized? ☒ Yes ☐ No

(4) Is the current Strategic Plan emphasized when and where appropriate? ☒ Yes ☐ No

b. Does the commander keep the PAO fully briefed on current situations which may be newsworthy? ☒ Yes ☐ No

(1) Does the PAO report directly to the commander on public affairs matters? ☒ Yes ☐ No

(2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns? ☒ Yes ☐ No

(3) Does the PAO review the Strategic Plan quarterly? ☒ Yes ☐ No

(4) What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed? The commander will impress upon Facility personnel the importance of continued vigilance to enforce laws outlined in the Strategic Plan.

(5) Is the PAO addressing issues assigned to him/her in a timely manner? ☒ Yes ☐ No

c. Is the commander involved in public contacts? ☒ Yes ☐ No

(1) Is membership maintained in a service club, safety council, etc.? ☒ Yes ☐ No

(2) Does the commander accept regular speaking engagements, or are these delegated to subordinates? Yes, Facility personnel attend public functions when invited or applicable.

(a) If experience is lacking, is the commander doing anything to correct this? ☒ Yes ☐ No

(3) Are supervisors involved in the community? ☒ Yes ☐ No

(a) Do they make public appearances? ☒ Yes ☐ No

(b) Is training provided for those who lack experience? ☒ Yes ☐ No

(4) Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them? ☒ Yes ☐ No

(a) Are action steps being addressed in a timely manner? ☒ Yes ☐ No

Destroy Previous Editions

**AREA MANAGEMENT EVALUATION**

**PUBLIC REACTION**

HP 453H (Rev. 5-06) OPI 009

d. Are all employees encouraged to understand and participate in public affairs programs?

☒ Yes ☐ No

(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?

☒ Yes ☐ No

(2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?

☒ Yes ☐ No

STATE OF CALIFORNIA  
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL  
**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Command: <b>Chico</b>	Division: <b>Valley Division</b>	Chapter: <b>Public Reaction</b>
Inspected by: <b>Sergeant B. A. Carpenter</b>		Date: <b>July 28, 2009</b>

Page 1 of 2

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level <input type="checkbox"/> Executive Office Level		Total hours expended on the inspection:  3 Hours	<input type="checkbox"/> Corrective Action Plan Included  <input type="checkbox"/> Attachments Included
Follow-up Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to: Valley Division Due Date: Sept. 1, 2009		
Chapter Inspection:			
Inspector's Comments Regarding Innovative Practices:			

The Chico Area enjoys a good reputation in the community and the Area as a whole. The Area Public Affairs Program is active in the local schools and community events. The Area PIO has developed an excellent reputation and rapport with all of the local media entities. He is active in career development events at the two local colleges to enhance the local recruiting efforts in the Area. The Area Commander is active in many community events and programs and actively encourages the community involvement of all members of the Area.

Command Suggestions for Statewide Improvement:

None

Inspector's Findings:

The Area was in compliance with all categories listed. I have found no discrepancies and no follow-up is required.

Commander's Response: ☒ Concur or ☐ Do Not Concur (Do Not Concur shall document basis for response)

Same as above.

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)

None

STATE OF CALIFORNIA  
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL  
**COMMAND INSPECTION PROGRAM**  
EXCEPTIONS DOCUMENT

Command: <b>Chico</b>	Division: <b>Valley Division</b>	Chapter: <b>Public Reaction</b>
Inspected by: <b>Sergeant B. A. Carpenter</b>		Date: <b>July 28, 2009</b>

Page 2 of 2

Required Action
Corrective Action Plan/Timeline

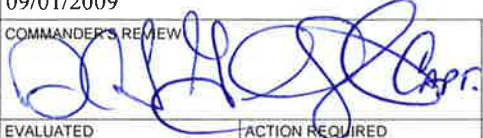
N/A

<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE 	DATE <b>7/31/09</b>
	INSPECTOR'S SIGNATURE 	DATE <b>7/28/09</b>
<input type="checkbox"/> Reviewer discussed this report with employee <input checked="" type="checkbox"/> Concur <input type="checkbox"/> Do not concur	REVIEWER'S SIGNATURE 	DATE <b>8/12/09</b>



AREA Chico	DIVISION Valley	NUMBER 241-03-09
EVALUATED BY Sergeant B. A. Carpenter		DATE 07/28/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Informal Evaluation		SUSPENSE DATE 09/01/2009
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Correction Report BY _____	COMMANDER'S REVIEW  DATE 7-31-09
<b>1. COMMUNITY OPINION</b>		EVALUATED Yes
		ACTION REQUIRED No
		CORRECTED N/A

a. How does the community as a whole feel about the Department? The community has a positive opinion of the local Area of the California Highway Patrol.

(1) Do all sectors of the community have the same opinion? ☒ Yes ☐ No

b. Has good rapport been established with leaders within the community? ☒ Yes ☐ No

c. Do people believe the Department represents their best interests? ☒ Yes ☐ No

d. Does the Department have the reputation of impartially enforcing laws? ☒ Yes ☐ No

e. Do people in the community feel the Department is doing a good job? ☒ Yes ☐ No

f. How does the reputation of the Department compare with other agencies in the area? The Department has a reputation as providing superior service as compared to the other agencies in the Area.

<b>2. THE OFFICER AND PUBLIC CONTACTS</b>	EVALUATED Yes	ACTION REQUIRED No	CORRECTED N/A
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a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? Positive comments are documented on monthly evaluations. Negative comments are handled with counseling or the citizen complaint process.

(1) What is the ratio of compliments to complaints? The Area has no mechanism in place to track the ratio of compliments to complaints.

(2) Does it appear officers are making successful public contacts? ☒ Yes ☐ No

(3) Is recognition given to the complimented officers? ☒ Yes ☐ No

(a) How? Written comments on monthly evaluations or commendable incident reports.

(4) Has an effort been made to determine why some officers are more successful at positive public contacts? ☒ Yes ☐ No

(5) Are officers with patterns of complaints provided with corrective training and direction? ☒ Yes ☐ No

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers? The opinion of the public is that the Area officers are doing their jobs in a professional manner as well as enforcing the law in a fair and impartial manner.

(1) What is the opinion of the public appearing at court regarding Area officers? While the members of the public appearing in court in generally disagree with the officer's observations, the officers have a reputation of being professional, fair, and courteous.



(2) What, if any, other methods are utilized to determine public opinion of Area officers? Comments by citizens to local media entities, comments made by members of the public while attending community events and community meetings.

### 3. NEWS MEDIA

EVALUATED	ACTION REQUIRED	CORRECTED
Yes	No	N/A

a. Have guidelines been established to foster harmonious relations with the new media? ☒ Yes ☐ No

(1) Does the media treat the Department favorably? ☒ Yes ☐ No

(2) Are media representatives satisfied with their relationship with the Department? ☒ Yes ☐ No

(a) Has good rapport been established between Area personnel and the media? ☒ Yes ☐ No

(3) Have personnel emphasized the Strategic Plan goals when possible and applicable? ☒ Yes ☐ No

b. Have procedures been established for the routine dissemination of accident/incident information? ☒ Yes ☐ No

(1) Is "Code 20" or a similar device used for more spectacular incidents? ☒ Yes ☐ No

(a) How are other kinds of news information disseminated to the media? Media Presence at special events such as the "Biggest Loser", "E 15 Min." and Start Smart. Television programs on North State Issues (DUI, Start Smart)

c. Are there specially prepared and coordinated programs to handle specific traffic problems? ☒ Yes ☐ No

(1) Are multi-lingual programs emphasized? ☐ Yes ☒ No

(2) Are public affairs press releases distributed to the public in a timely manner? ☒ Yes ☐ No

(3) Is there adequate media involvement at local Area events? ☒ Yes ☐ No

d. How are releases produced by headquarters distributed? Once E-Mailed to the PIO they are faxed to all Media outlets via Chico Communications Center

(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media? ☒ Yes ☐ No

(2) Who is responsible to monitor the media for items concerning the Department? Captain D.S. Gillingwater, PIO Officer Maxey, Sergeant B. Carpenter, and Sergeant S. Evans.

(a) Are significant items sent to headquarters? ☒ Yes ☐ No

(3) Are harmonious relations established and maintained with the media by the PAO? ☒ Yes ☐ No

(4) Are strategic goals emphasized at PAO/TMC activities? ☒ Yes ☐ No

### 4. SCHOOLS

EVALUATED	ACTION REQUIRED	CORRECTED
Yes	No	N/A

a. Has the commander identified problems that should be resolved through the public affairs program? ☒ Yes ☐ No

(1) Who supervises the program? ☒ Yes ☐ No

(2) Is preplanning evident in the school program? ☒ Yes ☐ No

(3) Is the program designed and directed toward the solution of specific problems? ☒ Yes ☐ No

(4) Are activities discussed and planned with school administrators? ☒ Yes ☐ No

(5) Has the program been approved by the commander? ☒ Yes ☐ No

STATE OF CALIFORNIA  
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL  
**AREA MANAGEMENT EVALUATION**  
**PUBLIC REACTION**  
CHP 453H (Rev. 5-06) OPI 009

(6) Does the program follow departmental priorities?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(7) Are all grade levels included?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(8) How is the success of the program measured? Based on feedback from the students themselves as well as the faculty and administration at the local schools.		
(9) Is it successful?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(10) Are activities coordinated in conjunction with Division recruitment efforts?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
<b>5. PUBLIC AFFAIRS PROGRAM</b>	<b>EVALUATED</b> Yes	<b>ACTION REQUIRED</b> No
a. Has the commander identified problems that should be resolved through the Public Affairs Program?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Does the Public Affairs Program reach all appropriate groups within the community?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Are ethnic groups' problems considered?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Are bilingual officers utilized?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Is the current Strategic Plan emphasized when and where appropriate?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
b. Does the commander keep the PAO fully briefed on current situations which may be newsworthy?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Does the PAO report directly to the commander on public affairs matters?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Does the PAO review the Strategic Plan quarterly?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed? The commander instills in his subordinates the importance of the goals of the Strategic Plan. If goals are not adequately addressed, follow-up and control measures are implemented to ensure improvement in attaining goals set for the Area.		
(5) Is the PAO addressing issues assigned to him/her in a timely manner?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
c. Is the commander involved in public contacts?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Is membership maintained in a service club, safety council, etc.?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Does the commander accept regular speaking engagements, or are these delegated to subordinates? The commander regularly accepts speaking engagements in the community. Only on rare occasions, they are delegated to subordinates.		
(a) If experience is lacking, is the commander doing anything to correct this?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Are supervisors involved in the community?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Do they make public appearances?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(b) Is training provided for those who lack experience?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Are action steps being addressed in a timely manner?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

Destroy Previous Editions

**AREA MANAGEMENT EVALUATION**

**PUBLIC REACTION**

CHP 453H (Rev. 5-06) OPI 009

d. Are all employees encouraged to understand and participate in public affairs programs?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

STATE OF CALIFORNIA  
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL  
**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Command: <b>Auburn Area</b>	Division: <b>Valley Division</b>	Chapter: <b>Public Reaction</b>
Inspected by: <b>D. Martinez, #15242</b>		Date: <b>5/8/2009</b>

Page 1 of 2

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level <input type="checkbox"/> Executive Office Level		Total hours expended on the inspection:  12	<input type="checkbox"/> Corrective Action Plan Included  <input type="checkbox"/> Attachments Included
Follow-up Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to: Valley Division  Due Date: 10/15/2009		
Chapter Inspection:			
Inspector's Comments Regarding Innovative Practices:			

None

Command Suggestions for Statewide Improvement:
--

one

Inspector's Findings:
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Commander's Response: <input checked="" type="checkbox"/> Concur or <input type="checkbox"/> Do Not Concur (Do Not Concur shall document basis for response)
--

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, tc.)
--

STATE OF CALIFORNIA  
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL  
**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**  
Page 2 of 2

Command: <b>Auburn Area</b>	Division: <b>Valley Division</b>	Chapter: <b>Public Reaction</b>
Inspected by: <b>D. Martinez, #15242</b>		Date: <b>5/8/2009</b>

<b>Required Action</b>
<b>Corrective Action Plan/Timeline</b>

<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE 	DATE 9/22/2009 <b>9/22/09</b>
	INSPECTOR'S SIGNATURE 	DATE 9/22/2009 <b>9/22/09</b>
<input type="checkbox"/> Reviewer discussed this report with employee <input type="checkbox"/> Concur <input type="checkbox"/> Do not concur	REVIEWER'S SIGNATURE  FOR B. BREWER	DATE <b>10/06/09</b>


**AREA MANAGEMENT EVALUATION**

**PUBLIC REACTION**

IP 453H (Rev. 5-06) OPI 009

AREA Auburn Area	DIVISION Valley Division	NUMBER 220
EVALUATED BY D. Martinez #15242		DATE 05/08/2009

**INSTRUCTIONS:** Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		COMMANDER'S REVIEW 	
<input type="checkbox"/> Correction Report BY _____		DATE 6/2/09	
<b>1. COMMUNITY OPINION</b>		EVALUATED Yes	ACTION REQUIRED No

a. How does the community as a whole feel about the Department? [See Attached Summary](#)

- |  |   |
|--|---|
| (1) Do all sectors of the community have the same opinion?   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| b. Has good rapport been established with leaders within the community?  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| c. Do people believe the Department represents their best interests?   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| d. Does the Department have the reputation of impartially enforcing laws?  | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| e. Do people in the community feel the Department is doing a good job?   | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| f. How does the reputation of the Department compare with other agencies in the area? <a href="#">See Attached Summary</a> |   |

<b>2. THE OFFICER AND PUBLIC CONTACTS</b>	EVALUATED	ACTION REQUIRED	CORRECTED
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a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists?

[See Attached Summary](#)

(1) What is the ratio of compliments to complaints? [See Attached Summary](#)

- |  |   |
|--|---|
| (2) Does it appear officers are making successful public contacts? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (3) Is recognition given to the complimented officers?             | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

(a) How? [See Attached Summary](#)

- |   |   |
|---|---|
| (4) Has an effort been made to determine why some officers are more successful at positive public contacts? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (5) Are officers with patterns of complaints provided with corrective training and direction?               | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers?

[See Attached Summary](#)

(1) What is the opinion of the public appearing at court regarding Area officers? [See Attached Summary](#)

(2) What, if any, other methods are utilized to determine public opinion of Area officers? [See Attached Summary](#)

3. NEWS MEDIA	EVALUATED	ACTION REQUIRED	CORRECTED
a. Have guidelines been established to foster harmonious relations with the new media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Does the media treat the Department favorably?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are media representatives satisfied with their relationship with the Department?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) Has good rapport been established between Area personnel and the media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Have personnel emphasized the Strategic Plan goals when possible and applicable?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
b. Have procedures been established for the routine dissemination of accident/incident information?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Is "Code 20" or a similar device used for more spectacular incidents?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(a) How are other kinds of news information disseminated to the media?			<a href="#">See Attached Summary</a>
c. Are there specially prepared and coordinated programs to handle specific traffic problems?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Are multi-lingual programs emphasized?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are public affairs press releases distributed to the public in a timely manner?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Is there adequate media involvement at local Area events?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
d. How are releases produced by headquarters distributed?			<a href="#">See Attached Summary</a>
(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(2) Who is responsible to monitor the media for items concerning the Department?			<a href="#">See Attached Summary</a>
(a) Are significant items sent to headquarters?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Are harmonious relations established and maintained with the media by the PAO?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are strategic goals emphasized at PAO/TMC activities?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
4. SCHOOLS	EVALUATED	ACTION REQUIRED	CORRECTED
a. Has the commander identified problems that should be resolved through the public affairs program?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(1) Who supervises the program?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <a href="#">See Attached Summary</a>
(2) Is preplanning evident in the school program?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(3) Is the program designed and directed toward the solution of specific problems?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are activities discussed and planned with school administrators?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
(5) Has the program been approved by the commander?			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

(6) Does the program follow departmental priorities? ☒ Yes ☐ No

(7) Are all grade levels included? ☒ Yes ☐ No

(8) How is the success of the program measured? See Attached Summary

(9) Is it successful? ☒ Yes ☐ No

(10) Are activities coordinated in conjunction with Division recruitment efforts? ☒ Yes ☐ No

**5. PUBLIC AFFAIRS PROGRAM**

EVALUATED

ACTION REQUIRED

CORRECTED

a. Has the commander identified problems that should be resolved through the Public Affairs Program? ☒ Yes ☐ No

(1) Does the Public Affairs Program reach all appropriate groups within the community? ☒ Yes ☐ No

(2) Are ethnic groups' problems considered? ☒ Yes ☐ No

(3) Are bilingual officers utilized? ☒ Yes ☐ No

(4) Is the current Strategic Plan emphasized when and where appropriate? ☒ Yes ☐ No

b. Does the commander keep the PAO fully briefed on current situations which may be newsworthy? ☒ Yes ☐ No

(1) Does the PAO report directly to the commander on public affairs matters? ☒ Yes ☐ No

(2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns? ☒ Yes ☐ No

(3) Does the PAO review the Strategic Plan quarterly? ☒ Yes ☐ No

(4) What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed?

See Attached Summary

(5) Is the PAO addressing issues assigned to him/her in a timely manner? ☒ Yes ☐ No

c. Is the commander involved in public contacts? ☒ Yes ☐ No

(1) Is membership maintained in a service club, safety council, etc.? ☒ Yes ☐ No

(2) Does the commander accept regular speaking engagements, or are these delegated to subordinates? See Attached Summary

(a) If experience is lacking, is the commander doing anything to correct this? ☒ Yes ☐ No

(3) Are supervisors involved in the community? ☒ Yes ☐ No

(a) Do they make public appearances? ☒ Yes ☐ No

(b) Is training provided for those who lack experience? ☒ Yes ☐ No

(4) Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them? ☒ Yes ☐ No

(a) Are action steps being addressed in a timely manner? ☒ Yes ☐ No



STATE OF CALIFORNIA  
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL  
**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Command: <b>Amador Area</b>	Division: <b>Valley</b>	Chapter: <b>8</b>
Inspected by: <b>B. Kynaston</b>		Date: <b>09/10/2009</b>

Page 1 of 2

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level  <input type="checkbox"/> Executive Office Level		Total hours expended on the inspection: 16	<input type="checkbox"/> Corrective Action Plan Included  <input checked="" type="checkbox"/> Attachments Included
Follow-up Required:  <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to:  Due Date:		
Chapter Inspection:			
Inspector's Comments Regarding Innovative Practices:			

None.

Command Suggestions for Statewide Improvement:
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None.

Inspector's Findings:
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### Introduction

The Amador Area conducted a comprehensive evaluation of the public's reaction to the Command, to ensure efficiency and compliance with departmental policy. As part of the evaluation, the inspection team looked at the public's reaction through a variety of sources, such as community leaders, allied agencies, judicial authorities, received complaints and compliments, etc. This team was comprised of Lt. B. Kynaston (#12996), Amador Area, and the Amador Area PIO, Officer C. Harmon (#12205). The inspection team began the inspection on August 9, 2009, at 0900 hours, and completed the inspection on 09/10/2009.

The following documents were completed as part of this inspection:

- Exceptions Document (CHP 680A)
- Public Reaction Checklist (CHP 453H)

### Prior Audits

It is unknown when the last prior audit of these processes was completed.

**COMMAND INSPECTION PROGRAM  
EXCEPTIONS DOCUMENT**

Command: <b>Amador Area</b>	Division: <b>Valley</b>	Chapter: <b>8</b>
Inspected by: <b>B. Kynaston</b>		Date: <b>09/10/2009</b>

Page 2 of 2

**Summary of Findings**

There were no discrepancies noted during this inspection and the Area appears to be in compliance with departmental policy and procedures.

Commander's Response: ☒ Concur or ☐ Do Not Concur (Do Not Concur shall document basis for response)

None.

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)

None.

Required Action

Corrective Action Plan/Timeline

None.


<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE 	DATE <b>09/11/2009</b>
	INSPECTOR'S SIGNATURE 	DATE <b>9/11/09</b>
<input type="checkbox"/> Reviewer discussed this report with employee <input checked="" type="checkbox"/> Concur <input type="checkbox"/> Do not concur	REVIEWER'S SIGNATURE 	DATE <b>9/15/09</b>

**AREA MANAGEMENT EVALUATION****PUBLIC REACTION**

CHP 453H (Rev. 5-06) OPI 009

AREA <b>Amador</b>	DIVISION <b>Valley</b>	NUMBER <b>295</b>
EVALUATED BY <b>B. Kynaston / 12996</b>		DATE <b>09/10/2009</b>

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE	
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		COMMANDER'S REVIEW 	DATE <b>09/11/2009</b>
BY _____		EVALUATED	ACTION REQUIRED
<b>1. COMMUNITY OPINION</b>			CORRECTED

a. How does the community as a whole feel about the Department? The community is very supportive and appreciative of the job that the Amador Area does throughout the county.

(1) Do all sectors of the community have the same opinion? ☒ Yes ☐ No

b. Has good rapport been established with leaders within the community? ☒ Yes ☐ No

c. Do people believe the Department represents their best interests? ☒ Yes ☐ No

d. Does the Department have the reputation of impartially enforcing laws? ☒ Yes ☐ No

e. Do people in the community feel the Department is doing a good job? ☒ Yes ☐ No

f. How does the reputation of the Department compare with other agencies in the area? Although all agencies are highly respected, the CHP has a great reputation with the community, and is often looked to for handling issues within allied agency jurisdictions.

<b>2. THE OFFICER AND PUBLIC CONTACTS</b>	EVALUATED	ACTION REQUIRED	CORRECTED
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a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? Positive comments are forwarded on to the respective employees and negative complaints are quickly dealt with through formal/informal process.

(1) What is the ratio of compliments to complaints? The number of compliments far exceed the number of complaints.

(2) Does it appear officers are making successful public contacts? ☒ Yes ☐ No

(3) Is recognition given to the complimented officers? ☒ Yes ☐ No

(a) How? CHP 100 Form comments, Commendable CHP Form 2s, acknowledgment at Area training days, etc.

(4) Has an effort been made to determine why some officers are more successful at positive public contacts? ☒ Yes ☐ No

(5) Are officers with patterns of complaints provided with corrective training and direction? ☒ Yes ☐ No

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers? Most coming into the Area office to clear a citation have a very positive opinion of the Area officers. They often thank us for doing our job and understand why the officer issued a citation for the particular incident. Many like to stay around and chat after clearing the cite.

(1) What is the opinion of the public appearing at court regarding Area officers? Although no one was specifically interviewed regarding this, the Area has not received any complaints regarding officer testimony or conduct in court. Additionally, the Area officers are continually praised by the Court Judges for their testimonies and conduct in court.

(6) Does the program follow departmental priorities?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(7) Are all grade levels included?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
(8) How is the success of the program measured? The primary program utilized is the Start Smart Program. The success is measured by the amount of teen collisions and rules-of-the-road violations cited within the county.		
(9) Is it successful?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(10) Are activities coordinated in conjunction with Division recruitment efforts?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
<b>5. PUBLIC AFFAIRS PROGRAM</b>	<b>EVALUATED</b>	<b>ACTION REQUIRED</b>
a. Has the commander identified problems that should be resolved through the Public Affairs Program?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Does the Public Affairs Program reach all appropriate groups within the community?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Are ethnic groups' problems considered?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Are bilingual officers utilized?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
(4) Is the current Strategic Plan emphasized when and where appropriate?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
b. Does the commander keep the PAO fully briefed on current situations which may be newsworthy?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Does the PAO report directly to the commander on public affairs matters?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Does the PAO review the Strategic Plan quarterly?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed? Although the Area Commander has not experienced this yet, if the Strategic Plan was not adequately addressed by the PIO, the Commander would utilize whatever methods were needed to ensure this was being done (i.e., training, plan review, progressive discipline, etc.).		
(5) Is the PAO addressing issues assigned to him/her in a timely manner?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
c. Is the commander involved in public contacts?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(1) Is membership maintained in a service club, safety council, etc.?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(2) Does the commander accept regular speaking engagements, or are these delegated to subordinates? The Commander handles all of the public speaking engagement requests, unless he is away from the Area, at which time a Sergeant or the PIO would be chosen to handle the speaking engagement.		
(a) If experience is lacking, is the commander doing anything to correct this?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(3) Are supervisors involved in the community?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Do they make public appearances?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(b) Is training provided for those who lack experience?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(4) Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
(a) Are action steps being addressed in a timely manner?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

**AREA MANAGEMENT EVALUATION**

**PUBLIC REACTION**

CHP 453H (Rev. 5-06) OPI 009

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d. Are all employees encouraged to understand and participate in public affairs programs?

☒ Yes ☐ No

---

(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?

☒ Yes ☐ No

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(2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?

☒ Yes ☐ No

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STATE OF CALIFORNIA  
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL  
**COMMAND INSPECTION PROGRAM**  
**EXCEPTIONS DOCUMENT**

Command: <b>Special Services</b>	Division: <b>Valley</b>	Chapter: <b>8</b>
Inspected by: Lt. White		Date: 9/14/09

Page 1 of 1

INSTRUCTIONS: This document shall be typed. Check appropriate boxes as necessary, or fill in the blanks as indicated. Enter the chapter number of the inspection in the Chapter Inspection number. Under "Forward to:" enter the next level of command where the document shall be routed to and its due date. This document shall be utilized to document innovative practices, suggestions for statewide improvement, identified deficiencies, corrective action plans. A CHP 51 Memorandum may be used if additional space is required.

TYPE OF INSPECTION <input type="checkbox"/> Division Level <input checked="" type="checkbox"/> Command Level <input type="checkbox"/> Executive Office Level		Total hours expended on the inspection: 1	<input type="checkbox"/> Corrective Action Plan Included <input type="checkbox"/> Attachments Included
Follow-up Required: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Forward to:		
Due Date:			
Chapter Inspection:			
Inspector's Comments Regarding Innovative Practices:			

None.

Command Suggestions for Statewide Improvement:

None.

Inspector's Findings:

None.

Commander's Response: ☒ Concur or ☐ Do Not Concur (Do Not Concur shall document basis for response)

Inspector's Comments: Shall address non concurrence by commander (e.g., findings revised, findings unchanged, etc.)

Required Action

Corrective Action Plan/Timeline

<input type="checkbox"/> Employee would like to discuss this report with the reviewer. (See HPM 9.1, Chapter 8 for appeal procedures.)	COMMANDER'S SIGNATURE 	DATE 9/14/09
	INSPECTOR'S SIGNATURE 	DATE 9/14/09
<input type="checkbox"/> Reviewer discussed this report with employee <input checked="" type="checkbox"/> Concur <input type="checkbox"/> Do not concur	REVIEWER'S SIGNATURE 	DATE 11/2/09



AREA Special Services	DIVISION Valley	NUMBER 201
EVALUATED BY Lt. Jaeson White		DATE 09/14/2009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation		SUSPENSE DATE
FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Correction Report BY _____	COMMANDER'S REVIEW  DATE 09/16/2009
1. COMMUNITY OPINION		EVALUATED ACTION REQUIRED CORRECTED

a. How does the community as a whole feel about the Department? The specialized enforcement units are well received in the community.

(1) Do all sectors of the community have the same opinion? ☒ Yes ☐ No

b. Has good rapport been established with leaders within the community? ☒ Yes ☐ No

c. Do people believe the Department represents their best interests? ☒ Yes ☐ No

d. Does the Department have the reputation of impartially enforcing laws? ☒ Yes ☐ No

e. Do people in the community feel the Department is doing a good job? ☒ Yes ☐ No

f. How does the reputation of the Department compare with other agencies in the area? Due to the specialized nature of Special Services Command, allied agencies do not have the same enforcement mission.

## 2. THE OFFICER AND PUBLIC CONTACTS

EVALUATED	ACTION REQUIRED	CORRECTED
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a. What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? Supervisors receive phone call inquiries from the public.

(1) What is the ratio of compliments to complaints? Unknown.

(2) Does it appear officers are making successful public contacts? ☒ Yes ☐ No

(3) Is recognition given to the complimented officers? ☒ Yes ☐ No

(a) How? Verbal or 100 Form comments.

(4) Has an effort been made to determine why some officers are more successful at positive public contacts? ☐ Yes ☒ No

(5) Are officers with patterns of complaints provided with corrective training and direction? ☒ Yes ☐ No

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers?

Not applicable.

(1) What is the opinion of the public appearing at court regarding Area officers?

The officers are well received in court.

(2) What, if any, other methods are utilized to determine public opinion of Area officers?

3. NEWS MEDIA	EVALUATED	ACTION REQUIRED	CORRECTED
a. Have guidelines been established to foster harmonious relations with the new media?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(1) Does the media treat the Department favorably?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are media representatives satisfied with their relationship with the Department?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(a) Has good rapport been established between Area personnel and the media?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(3) Have personnel emphasized the Strategic Plan goals when possible and applicable?			<input type="checkbox"/> Yes <input type="checkbox"/> No
b. Have procedures been established for the routine dissemination of accident/incident information?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(1) Is "Code 20" or a similar device used for more spectacular incidents?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(a) How are other kinds of news information disseminated to the media?			
c. Are there specially prepared and coordinated programs to handle specific traffic problems?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(1) Are multi-lingual programs emphasized?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(2) Are public affairs press releases distributed to the public in a timely manner?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(3) Is there adequate media involvement at local Area events?			<input type="checkbox"/> Yes <input type="checkbox"/> No
d. How are releases produced by headquarters distributed?			
(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(2) Who is responsible to monitor the media for items concerning the Department?			
(a) Are significant items sent to headquarters?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(3) Are harmonious relations established and maintained with the media by the PAO?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are strategic goals emphasized at PAO/TMC activities?			<input type="checkbox"/> Yes <input type="checkbox"/> No
4. SCHOOLS	EVALUATED	ACTION REQUIRED	CORRECTED
a. Has the commander identified problems that should be resolved through the public affairs program?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(1) Who supervises the program?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(2) Is preplanning evident in the school program?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(3) Is the program designed and directed toward the solution of specific problems?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(4) Are activities discussed and planned with school administrators?			<input type="checkbox"/> Yes <input type="checkbox"/> No
(5) Has the program been approved by the commander?			<input type="checkbox"/> Yes <input type="checkbox"/> No



(6) Does the program follow departmental priorities? ☐ Yes ☐ No

(7) Are all grade levels included? ☐ Yes ☐ No

(8) How is the success of the program measured?

(9) Is it successful? ☐ Yes ☐ No

(10) Are activities coordinated in conjunction with Division recruitment efforts? ☐ Yes ☐ No

**5. PUBLIC AFFAIRS PROGRAM**

EVALUATED

ACTION REQUIRED

CORRECTED

a. Has the commander identified problems that should be resolved through the Public Affairs Program? ☐ Yes ☐ No

(1) Does the Public Affairs Program reach all appropriate groups within the community? ☐ Yes ☐ No

(2) Are ethnic groups' problems considered? ☐ Yes ☐ No

(3) Are bilingual officers utilized? ☐ Yes ☐ No

(4) Is the current Strategic Plan emphasized when and where appropriate? ☐ Yes ☐ No

b. Does the commander keep the PAO fully briefed on current situations which may be newsworthy? ☐ Yes ☐ No

(1) Does the PAO report directly to the commander on public affairs matters? ☐ Yes ☐ No

(2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns? ☐ Yes ☐ No

(3) Does the PAO review the Strategic Plan quarterly? ☐ Yes ☐ No

(4) What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed?

(5) Is the PAO addressing issues assigned to him/her in a timely manner? ☐ Yes ☐ No

c. Is the commander involved in public contacts? ☐ Yes ☐ No

(1) Is membership maintained in a service club, safety council, etc.? ☐ Yes ☐ No

(2) Does the commander accept regular speaking engagements, or are these delegated to subordinates?

(a) If experience is lacking, is the commander doing anything to correct this? ☐ Yes ☐ No

(3) Are supervisors involved in the community? ☐ Yes ☐ No

(a) Do they make public appearances? ☐ Yes ☐ No

(b) Is training provided for those who lack experience? ☐ Yes ☐ No

(4) Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them? ☐ Yes ☐ No

(a) Are action steps being addressed in a timely manner? ☐ Yes ☐ No

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| d. Are all employees encouraged to understand and participate in public affairs programs?  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| (1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?                 | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| (2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Public Affairs programs are handled via Valley Division.